

REQUEST FOR PROPOSAL (RFP)

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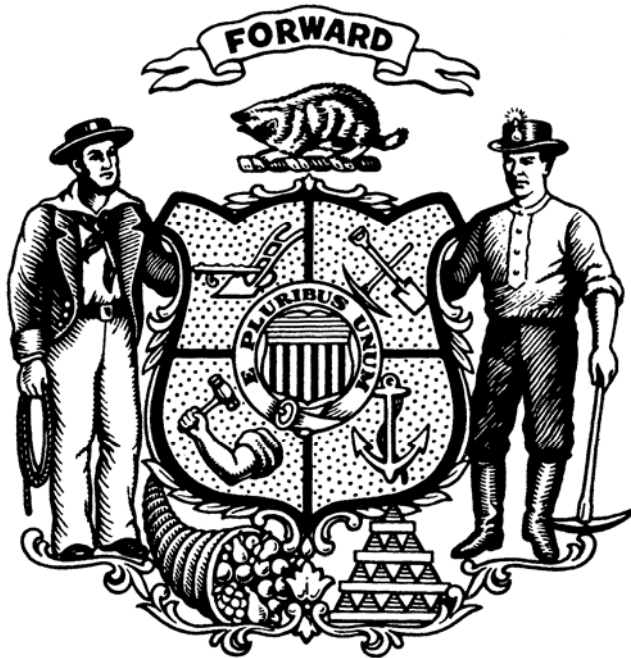
FAMILY/CONSUMER SUPPORT AND EDUCATION

Proposal A: Children/Youth and Family Support and Education

Proposal B: Family and Adult Consumer Support and Education

Proposal C: Peer to Peer Support Programs/Consumer Run Services

RFP # 1539-BMHSAS-SM



Issued by:
STATE OF WISCONSIN
DEPARTMENT OF HEALTH AND FAMILY SERVICES
DIVISION OF DISABILITY AND ELDER SERVICES
BUREAU OF MENTAL HEALTH AND
SUBSTANCE ABUSE SERVICES



Deliver Proposals to:

**BUREAU OF MENTAL HEALTH AND
SUBSTANCE ABUSE SERVICES
1 West Wilson Street, Room 434
P.O. Box 7851
Madison, Wisconsin 53707-7851**

**Proposals must be received no later than
4:00 p.m. C.S.T.
Thursday March 30, 2006**

For further information regarding this RFP contact:

Jeff Hinz at (608) 266-2861 or email: hinzje@dhfs.state.wi.us

TTY number is 888 701-1255

Or check the DHFS website at: <http://dhfs.wisconsin.gov/rfp/>

**LATE PROPOSALS WILL NOT BE ACCEPTED
NO FAX or E-MAIL SUBMISSION OF PROPOSALS WILL BE ACCEPTED**

ANTICIPATED PROJECT APPLICATION SCHEDULE

TIMETABLE

<u>DATE</u>	<u>EVENT</u>
February 17, 2006	Date of issue of the Request for Proposal (RFP)
February 24, 2006	Last day for submitting written inquiries
March 1, 2006	Proposer conference
March 8, 2006	Notice of intent to apply due
March 15, 2006	Mail notification to proposers of supplements or revisions
March 30, 2006	Proposals due from proposers
April 18, 2006	Notification of intent to award sent to proposers
April 20 – April 25, 2006	Public inspection of proposals
April 25, 2006	Written notice of intent to protest submitted
May 2, 2006	Written protest submitted
July 1, 2006	Contract start date

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1.0 GENERAL INFORMATION

The purpose of this request is to solicit proposals from agencies interested in providing services, supports, and education throughout Wisconsin for children/youth (referred to as “children” from this point) and their families, and for adult and older adult consumers and their families/significant others (referred to as “families” from this point), and peer-to-peer support programs and consumer run services. These services, supports, and evidence-based family psychoeducation programs would be accomplished by providing access to readily available information, family and/or peer support, mentoring, empowerment and leadership training, and community opportunities. This Request for Proposal (RFP) is divided into **three distinct proposals** with specific criteria contained within each. They are as follows:

Proposal A: Children/Youth and Family Support and Education

Proposal B: Adult Consumer and Family Support and Education

Proposal C: Peer-to-Peer Support Programs/Consumer Run Services

The application is released in accordance with Wisconsin State Statute 46.54 entitled **Consumer and Peer, Children/Youth and Family Support and Education**, which designates funding to be used to increase support for: “. . . mental health family support projects, employment projects operated by consumers of mental health services, mental health crisis intervention and drop-in projects, and public mental health information activities.”

The funds used to meet this State statutory requirement are from the federal Community Mental Health Services Block Grant (MHBG). Thus, in addition to required compliance with the State statute above, use of the funds from these awards is also subject to the federal MHBG regulations as specified in Section 1.9. In the annual application for the MHBG, the Department designee signs forms assuring that there is compliance with these statutory requirements.

Proposals must be submitted by public and/or non-profit agencies and organizations that will promote a mental health system transformation emphasizing recovery values and principles. These services will be delivered in an approach that is consumer-directed and family-centered, and that includes evidence-based delivery and/or is reflective of best or promising practices.

1.1 INTRODUCTION AND BACKGROUND

Wisconsin is committed to a vision of recovery, hope, and resiliency for all consumers and their families. The momentum toward this vision is driven by the desire to have Wisconsin become a State in which everyone has optimal physical and mental health, where mental health and substance abuse, dependency, and addiction are recognized as health issues, and services are accessible regardless of age, race, or location; and stigma and other barriers to recovery are eliminated. This vision defines our mission to support and improve the quality and effectiveness of mental health and substance abuse services in order to create a recovery-focused system that meets, understands, and anticipates the needs of all Wisconsin citizens. Delivering on this vision means creating an evidence-based, recovery-oriented, and consumer-focused system that treats individuals and families with respect and dignity. Treatment emphasizes hope and optimism, assessment and evaluation are strength and recovery-based, and providers are culturally competent and culturally affirmative. Our vision statement calls for a future where prevention, early

identification, intervention, and evidence-based treatment occur, and where recovery is common place. Everyone is welcomed and has supports to live, learn, work, and participate fully in their community. Wisconsin is committed to its vision of recovery and supports the six goals of the Final Report 2003 of the President's New Freedom Commission on Mental Health. The Department of Health and Family Services (DHFS), and in particular the Bureau of Mental Health and Substance Abuse Services (BMHSAS), view these MHBG grant funds as a means to create seamless services based on hope, empowerment, and recovery. This RFP seeks to implement and foster a sustained infrastructure of strong self advocacy, family support, empowerment, and education for all and promotes consumer and family member involvement.

1.2 SCOPE OF THE PROJECT

Consumers and families have been a central part of Wisconsin's mental health system redesign in partnership with State and local agencies. The MHBG provided federal funding for the implementation of recovery-oriented services and the expansion of "wraparound" services, known as Integrated Services Projects (ISPs) and Coordinated Services Teams (CSTs), throughout Wisconsin. However, despite the success of these efforts, consumer and family involvement in policy and decision-making and in individualized person and/or family-centered care planning has not become standard practice across programs. Also, consumers and families may not yet have the skills or expertise to effectively participate in and impact local and State service delivery or policy because education and training for them, and for personnel whose intention it is to empower and serve them, is limited.

To achieve the level of consumer and family involvement needed in a transformed service delivery system, access to accurate information is essential. At the local level, consumers and family members need to be integrated into decision and policy-making bodies/committees. At the State level, systems need to integrate them as participants and increase collaboration among systems/organizations. This would improve infrastructure, effectiveness, consumer and family satisfaction, individual and agency outcomes, and reduce barriers such as stigma. This RFP strives to enhance collaboration, foster connections across all agency levels, and promote evidence-based practices.

1.3 PROCURING AND CONTRACTING AGENCY

This RFP is issued by the State of Wisconsin, Department of Health and Family Services (DHFS). The Bureau is the sole point of contact for the State of Wisconsin during this selection process. The person responsible for managing the contracting process is Jeff Hinz, Social Services Supervisor, BMHSAS. He may be contacted at: (608) 266-2861 or hinzje@dhfs.state.wi.us

Contracts resulting from this RFP will be administered by the DHFS, BMHSAS.

1.4 DEFINITIONS

The following definitions are used throughout the RFP:

Administrative expense in the block grant is limited to 5%, per title 42 of the US Code for use of block grant funding. Administrative expenses include those costs that are for the overall operation of the organization, including record keeping, business management, budgeting, and related activities such as information management.

Agency refers to the proposer agency.

Applicant means the legal entity that assumes the liability for the administration of the grant funds and is responsible to DHFS for the performance of the project activities.

Bureau means the Bureau of Mental Health and Substance Abuse Services (BMHSAS) in the Division of Disability and Elder Services (DDES).

Community Support Program (CSP) is a coordinated care and treatment program that provides a range of treatment, rehabilitation, and support services through an identified program and staff to ensure ongoing therapeutic involvement, individualized treatment, rehabilitation, and support services in the community for persons with severe and persistent mental illness.

Comprehensive Community Services (CCS) is a county-wide or tribal-operated community-based psychosocial rehabilitation program that provides or arranges for the provision of psychosocial rehabilitation services. The program is a Medicaid benefit and utilizes a recovery-based wraparound model to serve persons of any age with MH and/or SA needs.

Consumer means an individual who has received or is currently receiving mental health services for a mental illness or, in the case of children, severe emotional disturbance (SED).

Consumer-run services are services provided by an agency that meet the criteria of a board or agency administration consisting of 51% or more self-identified consumers of mental health services.

Coordinated Services Team (CST) is a coordinated approach using wraparound values and principles to serve children and families who require substance abuse, mental health, and/or child welfare services. Its focus is to create systems change within the county system.

Division means the Division of Disability and Elder Services (DDES).

Department means the Department of Health and Family Services (DHFS).

Evidence-based practices are services for persons with mental illness (consumers) and/or their families that have demonstrated positive outcomes in multiple research studies for which the evidence of improvement in consumer and family outcomes is consistent.

Family psychoeducation is a type of education that should be offered as part of an overall clinical treatment plan for individuals with mental illness to achieve the best possible outcome through the active involvement of family members in treatment and management and to alleviate the concern of family members by supporting them in their efforts to aid the recovery of their loved ones. Family psychoeducation programs may be single or multi-family focused. Core characteristics include the provision of emotional support, education, resources during periods of crisis, and problem-solving skills. See Appendix 9.8 for standards for psycho-social education. For more information refer to the federal Department of Health and Human Services (DHHS), Substance Abuse and Mental Health Services Administration (SAMHSA) website at <http://www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits/family>.

Family or parent support/advocate means a family member trained to provide information, advocacy, and support to children, parents, or service providers, either as a paid agency staff person or as a volunteer.

Indirect costs are costs incurred by an agency that cannot be directly tied to staff performing their duties as part of the contractual agreement between the Department and the agency. Examples of indirect costs would be office space costs, fixed equipment costs, audit costs and general supplies and services. Examples of direct cost would be salaries, travel costs, supplies and services for staff, and photocopying.

MHBG means the Community Mental Health Services Block Grant, commonly referred to as the Mental Health Block Grant, which is awarded by the federal Department of Health and Human Services (DHHS), Substance Abuse and Mental Health Services Administration (SAMHSA).

MH/SA means mental health and substance abuse.

Peer-to-peer support refers to supports provided by individuals who have experienced similar mental health issues and are in recovery.

Proposal means the response to the Request for Proposal (RFP).

Program means the plan designed for carrying out the applicant's proposal.

Proposer means a public or nonprofit agency or organization that has the lead responsibility for submitting a proposal in response to this RFP and is also known as the applicant.

Recovery refers to the process in which people with a mental illness live, work, learn, and participate in their chosen communities and successfully integrate their mental illness into their lives.

Recovery center is a physical place in the community that provides peer support and an array of vocational and educational supports that are recovery-oriented.

State means the State of Wisconsin.

Supportive services are services that provide advocacy, mentoring, advice, and education to children and adults and their families. These services assist them in becoming better informed and more involved consumers, self advocates, and peer support providers, as well as educators and group leaders. Spokespersons give voice to suggested improvements in the mental health, substance abuse and/or other service systems; however, lobbying by agency staff on agency time paid through MHBG funds with State legislators or congressional delegates is forbidden.

Systems change refers to the efforts to promote and develop collaborative relationships among providers of services such as mental health, substance abuse, child welfare, juvenile justice, corrections, and education.

System transformation refers to a fundamental shift in mental health care delivery that ensures services and supports actively facilitate recovery and hope and build resilience.

Wraparound is a process using strength-based, family-centered, community-based, collaborative practices to respond to an individualized plan of care created by a child and family team. The wraparound process utilizes informal supports, categorical services, and creative strategies to unconditionally support a child and family in the community.

1.5 CLARIFICATION AND/OR REVISIONS

Prospective proposers may send written questions via US Postal Service, fax or e-mail regarding the technical and contractual provisions of this RFP on or before February 24, 2006 to:

Department of Health and Family Services,
Bureau of Mental Health and Substance Abuse Services
Attention: Jeff Hinz

Social Services Supervisor
1 West Wilson Street, Room 434
Post Office Box 7851
Madison, Wisconsin 53707-7851
608-266-2861
608-261-7800 (FAX)
Email: hinzje@dhfs.state.wi.us

All written questions submitted by the due date will be answered in writing by the State. Questions received after the due date will not be answered in writing. Any oral responses received by a prospective proposer will not be considered binding on the State unless confirmed in writing by the State.

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP at this point in the RFP process. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Proposer should notify immediately the above named individual of such error and request modification or clarification of the RFP. In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be provided to all recipients of this initial RFP.

Each proposal shall stipulate that it is predicated upon the requirements, terms, and conditions of this RFP and any supplements or revisions thereof.

Any contact with State employees concerning this RFP is prohibited, except as authorized by the RFP manager during the period from date of release of the RFP until the notice of intent to contract is released.

1.6 PROPOSERS' CONFERENCE

A Proposers' Conference will be held by the State on March 1, 2006 from 9:00 a.m. to 11:00 a.m. in Room 1050A, at the Department of Health and Family Services at 1 W. Wilson Street in Madison, Wisconsin. Department staff will verbally provide additional information that may clarify aspects of the RFP. Prospective proposers will have an opportunity to request clarification of any uncertainties in the RFP. Attendance at the proposers' conference is strongly recommended, but is not mandatory. Information presented verbally at the Proposers' Conference will not be made available to persons or entities that do not attend.

1.7 REASONABLE ACCOMMODATIONS

The Department will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you need accommodations at a proposal opening/proposers conference, contact Jeff Hinz, at (608) 266-2861 or the TTY number (888) 701-1255.

1.8 CALENDAR OF EVENTS

Listed below are specific dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by the State. In the event that the State finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing a supplement to this RFP.

February 17, 2006	Date of issue of the RFP
February 24, 2006	Last day Department to receive written inquiries
March 1, 2006	Proposer conference, 1:00 p.m. to 3:00 p.m.
March 8, 2006	Notice of intent to apply due
March 15, 2006	Mail notification to proposers of supplements or revisions to the RFP
March 30, 2006	Proposals due from proposers, 4:00 p.m.
April 18, 2006	Notification of intent to award sent to proposers
April 20 – April 25, 2006	Public inspection of proposals
April 25, 2006	Written notice of intent to protest submitted
May 2, 2006	Written protest submitted
July 1, 2006	Contract start date

1.9 CONTRACT TERM AND FUNDING

The BMHSAS is expecting to contract with successful applicants as a result of the RFP process. The RFP award funding originates from federal MHBG funds and is contingent upon the availability of funding. The initial award period will be for eighteen months, July 1, 2006 through December 31, 2007 and then each calendar year (January to December) for up to three years, based upon satisfactory performance, overall priority of the services, and availability of funds.

If additional funds become available or if there is a reduction in funding for these service areas, the selected proposers will be notified and revised budgets and contract deliverables will be renegotiated.

	July – December 2006	January – December 2007
Section A: Children/Youth and Family Support and Education	\$119,000	\$238,000
Section B: Family and Adult Consumer Support and Education	\$105,000	\$210,000
Section C: Peer to Peer Support Programs/Consumer Run Programs	\$227,000	\$454,000

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 GENERAL INSTRUCTIONS

The evaluation and selection of a contractor and the contract will be based on the information submitted in the proposer's proposal plus references and any required on-site visits or oral interviews. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

The Proposers must comply with the most restrictive statutory or regulatory requirements pertaining to privacy/confidentiality, security of records, client rights, and informed consent:

Statute/Regulation	State/Federal	Applicable to:
HIPAA statutes and regulations	Federal	All persons' health records
42 CFR 2 (regulations)	Federal	Confidentiality of alcohol and drug abuse patient

Statute/Regulation	State/Federal	Applicable to:
		records
s. 51.30, Wis. Stats., and HFS 92, Wis. Admin. Code (regulations)	State	Confidentiality of treatment records applicable to persons who have a mental illness, developmental disability, substance abuse disorder, or persons receiving protective services or protective placement under ch. 55, Wis. Stats.
s. 51.61, Wis. Stats., and HFS 94, Wis. Admin. Code (regulations)	State	Client rights applicable to persons who have a mental illness, developmental disability, substance abuse disorder, or persons receiving protective services or protective placement under ch. 55, Wis. Stats.
ss. 146.81 through 146.83, Wis. Stats.	State	Health care records, confidentiality of patient health care records, access to patient health care records, etc.
P.L. 102-321, Section 1916	Federal	The grant may not be used to provide inpatient services; to make cash payments to intended recipients of health services; to purchase or improve land, purchase, construct, or permanently improve (other than minor remodeling) any building or other facility, or purchase major medical equipment; to satisfy any requirement for the expenditure of non-Federal funds as a condition of the receipt of Federal funds; or to provide financial assistance to any entity other than a public or nonprofit entity. In addition, not more than 5 percent of the grant may be used for administrative expenses with respect to the grant.

Proposers must develop and implement policies and procedures to ensure the privacy and confidentiality of individuals/family members served. These must indicate:

- by whom and how data will be collected;
- the procedures for administration of data collection instruments;
- where data will be stored and who will or will not have access to the information; and
- how the identity of participants will be safeguarded, e.g., through the use of a coding system on data records, and how access to records will be limited.

2.2 INCURRING COSTS

The State of Wisconsin is not liable for any cost incurred by proposers in replying to this RFP.

2.3 SUBMITTING THE PROPOSAL

Proposers must submit an original and four copies of all materials for each proposal, either Proposal A, Proposal B, or Proposal C. Proposals need to be submitted by 4:00 CDT on Thursday, March 30, 2006, at:

WI Department of Health and Family Services
Bureau of Mental Health and Substance Abuse Services
Attention: Jeff Hinz
Social Services Supervisor
1 West Wilson Street, Room 434
P.O. Box 7851
Madison, Wisconsin 53707-7851

Proposals must be received in the above office by the specified time. All proposals must be time-stamped as accepted by the BMHSAS by the Stated time. Proposals not so stamped will not be accepted. Receipt of a proposal by the State mail system does not constitute receipt of a proposal by the BMHSAS for purposes of this RFP. No fax or e-mail submission of proposals will be accepted.

2.4 PROPOSAL ORGANIZATION AND FORMAT

Proposals must be typed in 12 font size, printed on one side only, and submitted on 8.5 by 11 inch white paper. Each page of a proposal should be numbered consecutively from beginning to end and bound securely with a clip and not stapled. Proposals are not to exceed 25 pages for the program narrative section. Letters of reference are not to exceed five in total.

Proposals must be organized with the following headings and subheadings.

- Cover page
- Introduction
- Response to section A4, B4, or C4
 - Program/Agency Capacity and Organization
 - Strengths/Needs Assessment
 - Target Populations
 - Work Plan and Goals/Objectives and Outcomes
 - Data Collection and Outcomes
 - Coordination of Services
 - Sustainability
 - Budget Narrative
- Budget Template
- Required forms
 - Designation of Confidential and Proprietary Information
 - Proposer Information
 - Proposer Reference
 - Appendices

2.5 MULTIPLE PROPOSALS

Multiple proposals from a proposer will be permissible; however, each proposal must conform fully to the requirements for proposal submission. Each proposal must be submitted separately and **clearly** labeled as **Proposal A, Proposal B, or Proposal C**.

2.6 ORAL PRESENTATIONS AND SITE VISITS

Top scoring proposers based on an evaluation of the written proposal may be required to participate in interviews and/or site visits to support and clarify their proposals, if requested by the State. The State will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the

proposer. Failure of a proposer to interview or permit a site visit on the date scheduled may result in rejection of the proposer's proposal.

2.7 WITHDRAWAL OF PROPOSALS

Proposals shall be irrevocable until the contract is awarded unless the proposal is withdrawn. Proposers may withdraw a proposal in writing at any time up to the proposal closing date and time or upon expiration of 10 calendar days after the due date and time if received by the RFP project manager, Jeff Hinz. To accomplish this, the written request must be signed by an authorized representative of the proposer and submitted to the RFP project manager. If a previously submitted proposal is withdrawn before the proposal due date and time, the proposer may submit another proposal at any time up to the proposal closing date and time.

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 PRELIMINARY EVALUATION

The proposals will be reviewed initially to determine if mandatory requirements are met. Failure to meet mandatory requirements will result in rejection of the proposal. In the event that all proposers do not meet one or more of the mandatory requirements, the State reserves the right to continue the evaluation of the proposals and to select the proposal most closely meeting the requirements specified in this RFP.

3.2 PROPOSAL SCORING

Accepted proposals will be reviewed by an evaluation committee and scored against the Stated criteria. A proposer may not contact any member of an evaluation committee except at the State's direction. The evaluation committee's scoring will be tabulated and proposals ranked based on the numerical scores received. The evaluation committee will evaluate all proposals against stated criteria. To be considered for an award, an application must score at least 75 points in the evaluation of applications, unless the evaluation committee determines it is in the best interest of the State to make an award to an applicant who scores less than 75 points out of a possible 150 points. DHFS reserves the right to consider proposals that score below 75 points.

3.3 EVALUATION CRITERIA

Proposals will be scored using the following points system:

MAXIMUM POINTS (150 total)

EVALUATION CRITERIA	MAXIMUM POINTS
Program/Agency Capacity and Organization	15 points
Strengths/Needs Assessment	10 points
Target Populations	5 points
Work Plan and Goals/Outcomes	50 points
Data Collection and Evaluation	10 points

Coordination of Services	10 points
Sustainability	10 points
Budget Narrative	40 points
TOTAL	150 POINTS

3.4 RIGHT TO REJECT PROPOSALS AND NEGOTIATE CONTRACT TERMS

The State reserves the right to reject any and all proposals. The State may negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the agency may negotiate a contract with the next highest scoring proposer.

3.5 AWARD AND FINAL OFFERS

The State will compile the final scores for each proposal. The award will be granted in one of two ways: to the highest scoring responsive and responsible proposer or alternatively, the highest scoring proposer or proposers may be requested to submit final and best offers. If final and best offers are requested by the State and submitted by the proposer, they will be evaluated against the stated criteria, scored, and ranked by the evaluation committee. The award then will be granted to the highest scoring proposer. However, a proposer should not expect that the State will request a final and best offer.

The decision of the head of the procuring agency may be appealed to the Secretary of the Department of Administration within five (5) working days of issuance, with a copy of such appeal filed with the procuring agency. The appeal must allege a violation of a Wisconsin statute or a section of the Wisconsin Administrative Code.

3.6 NOTIFICATION OF INTENT TO AWARD

Each proposer whose proposal is reviewed by the evaluation committee shall receive written notice of the determination of approval or non-approval (non-funding) of the proposed program by **April 18, 2006**. Each proposer whose program has not been approved shall be given an opportunity to discuss with the RFP project manager the reasons for non-funding or may write the RFP project manager requesting the reason for the decision. The RFP project manager is:

Jeff Hinz
 Social Services Supervisor
 1 West Wilson Street, Room 434
 P.O Box 7851
 Madison, WI 53707-7851
 Phone: (608) 266-2861
 email: hinzje@dhfs.state.wi.us

After notification of the intent to award is made, and under the supervision of BMHSAS staff, copies of the proposals will be available for public inspection from 8:00 a.m. to 4:00 p.m. at the Department of Health and Family Services, Bureau of Mental Health and Substance Abuse Services, 1 West Wilson Street, Room 434, from April 20 – April 25, 2006. Proposers should schedule reviews with Jeff Hinz at: (608) 266-2861 or email: hinzje@dhfs.state.wi.us.

3.7 APPEALS PROCESS

Notices of intent to protest and protests must be made in writing to the head procuring agency. Protestors should make their protests as specific as possible and should identify statutes and Wisconsin Administrative Code provisions that are alleged to have been violated.

Any written notice of intent to protest the intent to award a contract must be filed with:

Helene Nelson, Secretary
Department of Health and Family Services
1 West Wilson Street, Room 650
Madison, WI 53707-7851

and received in her office no later than five (5) working days after the notices of intent to award are issued. Any written protest must be received within ten (10) working days after the notice of intent to award is issued.

The decision of the head of the procuring agency may be appealed to the Secretary of the Department of Administration within five (5) working days of issuance, with a copy of such appeal filed with the procuring agency. The appeal must allege a violation of a Wisconsin statute or a section of the Wisconsin Administrative Code.

4.0 GENERAL PROPOSAL REQUIREMENTS

This RFP specifies **three distinct proposals** with criteria specific to each. Applicants can respond to multiple proposals, but must respond to each proposal separately. These proposals are defined as:

Proposal A: Children/Youth and Family Support and Education

Proposal B: Family and Adult Consumer Support and Education

Proposal C: Peer-to-Peer Support Programs/Consumer Run Services

All applicants must articulate how they would meet the following, which include the required elements. Proposers are cautioned that in completing the following technical specifications they are to provide the most complete information possible. The only information evaluators will be given about a program is that information contained within the proposal.

A4.1 INTRODUCTION AND BACKGROUND PROPOSAL A: CHILDREN/YOUTH AND FAMILY SUPPORT AND EDUCATION

This RFP is for the estimated award of \$238,000 (full year funding) in MHBG funds for the purpose of providing statewide information, referral, support, advocacy, and education for children and adolescent consumers with severe emotional disturbance, their families, and service providers. Children with substance abuse issues and their families will also be served. Applications are limited to public and non-profit entities, and preference will be given to an entity that uses a family-centered, strength-based model delivered by parents with personal experience with this group of consumers.

Based on the U. S. Surgeon General's Report, 1999, an estimated 79,562 Wisconsin children ages 9–17 suffer from a major mental illness that results in significant impairments at home, at school, and with

peers. Per the 1997 Household Survey State Treatment Needs Assessment Program, in Wisconsin approximately 40,000 youth between the ages of 12-17 are likely to be experiencing substance abuse and related disorders; only 1 in 20 is receiving treatment. Note that neither the report nor the survey includes figures for children under the age of 9.

Per the Substance Abuse and Mental Health Services Administration (SAMHSA), almost half of all youth receiving mental health services in the United States have been diagnosed with a co-occurring substance abuse disorder, and 80 percent of adults with multiple mental health and substance abuse disorders report onset before age 20. The significant co-occurrence of mental health and substance abuse disorders in youth and the continued needs those youth may take into adulthood makes integrated responses critical.

A4.2 SCOPE OF THE PROJECT

This RFP is to provide a sustained infrastructure for strong self advocacy and family support and education for both children and their families. It will also foster consumer, family, and community involvement as the Wisconsin system is transformed into a recovery based, consumer focused, and family-centered service delivery system. In a transformed and integrated MH/SA system, community values are embraced, peer support and consumer involvement are expected, self determination is respected, barriers including stigma are reduced, and flexible support services are designed to meet the evolving needs of the individual and the family. Mental health, public health, primary and acute health care, substance abuse services, and other systems will need to work together to assure seamless and integrated services to consumers.

To achieve the level of consumer and family involvement in the service delivery system that is needed, access to accurate and thorough information is essential, as is the development and fostering of peer supports. This RFP strives to enhance collaboration, foster connections across State, county, and local levels, and promote evidence-based or promising practices in mental health. Special consideration will be given to those agencies seeking coordination with the Department's initiative to develop Aging and Disability Resource Centers in counties and regions. The successful proposer will demonstrate knowledge and collaboration with these efforts.

The RFP also seeks to create positive opportunities for consumers and families to self-advocate and to participate in public awareness activities and targeted education to reduce stigma and other barriers. When stigma and other barriers are reduced, optimism and hope about recovery can grow. The successful proposer will demonstrate knowledge of and collaboration with these efforts.

PROGRAM REQUIREMENTS

Sections A4.3 through A4.10 are the PROGRAM REQUIREMENTS (criteria), the components of which will be used to evaluate the proposal. Use the PROGRAM NARRATIVE instructions, A4.11 through A4.19, as a guide to describe how you will meet the program requirements (criteria).

A4.3 PROGRAM/AGENCY CAPACITY AND ORGANIZATION

Criteria: Agency must demonstrate they have or will implement or enhance their current program to provide a sustained infrastructure for information and referral, advocacy, and education for families as follows:

- Agency is an established non-profit or public organization that has demonstrated the organizational, financial, structural, and staff capacity to oversee and implement the program statewide.
- The agency's board of directors is made up of at least 50% parents or adolescents with severe emotional disturbance, whichever is greater.

- The agency board has the expertise, training, and capacity to oversee the agency's management, program activities, and finances.

A4.4 STRENGTHS/NEEDS ASSESSMENT

Criteria: Agency shows that it has an excellent understanding and the capacity to assess both strengths and unmet needs necessary to provide a comprehensive advocacy program for Wisconsin's children with mental and/or emotional disorders and their families, including families whose children have co-occurring mental health and substance abuse (MH/SA) disorders. The agency will have the capacity to receive and organize the BMHSAS annual Family Satisfaction Survey data from approximately 300 of the families receiving services through the 40 statewide wraparound programs. The agency will aggregate the data into individual project and summary reports by October 30th of each year.

A4.5 TARGET POPULATION

Criteria: The agency will provide services to children and families across the State in both rural and urban areas. The agency will report they provide or will provide a reasonable number of child/family contacts in the following categories:

- Information, Assistance, Referral;
- Education/Training; and
- Individual family advocacy.

The agency will demonstrate it can collect and report on the demographic background of the target populations it plans to serve, and must clearly demonstrate adequate outreach to and inclusion of minority racial/ethnic and cultural communities. In addition, the agency must provide access to information about services in a variety of formats for persons with Limited English Proficiency (LEP), those who are deaf or hard of hearing (HOH), or those who are visually impaired. Information should also be available in Spanish and Hmong when possible.

A4.6 WORK PLAN AND GOALS/OUTCOMES

Criteria: The agency will provide services as defined below:

Information and Assistance/Referral is provided to members of the target populations, their families, caregivers, and the general public. Information and assistance/referral services include: listening to the inquirer, assessing his or her needs, helping the inquirer to connect with service providers or gain information to meet the identified needs, and following up with the inquirer or service provider to determine if the needs were met. The agency shall have mechanisms for outreach to difficult to serve or isolated children and families.

Child/Family Education and Training will provide comprehensive education and information to children and their families on the system and infrastructure of supports available to them and the family's rights and responsibilities regarding access, service delivery, and eligibility requirements. In addition, training and education regarding diagnosis and best practice treatment of children's MH/SA issues will be made available to families statewide.

Family Advocates will provide support and intervention on behalf of individuals or families when needed services are not being adequately provided within the family's service delivery system. Agency shall provide both individual and systems advocacy and referral, informal and/or formal. Agency shall provide support groups for families statewide.

The work plan described in the proposal is related to the goals and objectives of this request for proposal. Activities to support each objective shall be clearly assigned to specific personnel and have a firm timeline attached using the template provided (appendix 9.1). Activities and timelines should be reasonable and fit with the proposed budget.

The agency will have a strength-based, family-centered program model. The mandatory outcomes, goals, and objectives for Proposal A are listed below:

Outcome A: Information about services and supports for children with MH/SA issues will be accessible statewide.

Goal One:

Develop and maintain a statewide catalogue of children's MH/SA resources and information, along with consumer rights to appropriate services from various systems. Insure that it is easy to gain access to the catalogue in a variety of ways. Gather and disseminate information statewide.

Objectives:

1. Agency shall develop and keep current a statewide resource database of children's MH/SA services and supports, information, funding sources, and information on appropriate services within various systems such as education, human services, treatment, and juvenile justice. The database should be accessible in a variety of ways including:
 - Toll free number;
 - Electronic contact (E-mail; website);
 - Written correspondence; and
 - In-person contact when possible.
2. Agency shall track utilization of each of these access points and report utilization on a quarterly basis.
3. Agency shall provide phone support at least forty hours per week through the use of trained volunteers and Family Advocates. It will accommodate the needs of children and families with Limited English Proficiency (LEP), people who are deaf and hard of hearing (HOH), or those who are visually impaired.
4. Agency shall distribute information statewide regarding services and supports available including current resources, recent changes in regulations/laws, new research and developments, self-help tools, etc. by compiling, printing, and distributing booklets, newsletters, and brochures in both electronic and printed forms. Also, the agency will generate media coverage of children's MH/SA issues.
5. Agency will sponsor/support local and regional recreational family activities and one statewide activity annually.
6. Agency shall provide representation for children's MH/SA issues on workgroups, committees, advisory panels, etc. by maintaining a list of available staff and trained parents or youth consumers interested in serving and making the list available to BMHSAS and other groups interested in speakers, committee members, etc. Examples of opportunities for representation include the Children Come First Advisory Council, the Wisconsin Council on Mental Health and/or its Children and Youth Mental Health Committee, ISP/CST Project Directors' meetings, the Governor's workgroups on child/youth mental health and substance abuse related issues, etc.
7. Agency shall plan and coordinate statewide observances of Children's Mental Health Awareness Month (May), and as time permits (Children's) Depression Awareness Screening Day and other recognition events related to MH/SA issues, in collaboration with the BMHSAS and other partners.

8. Agency shall be required to send at least one employee such as the Director and/or designee, to attend Bureau-led quarterly meetings. The meetings will be held in a central location with a half day, formal meeting scheduled for the morning and an informal networking session encouraged for the afternoon. The purposes are for contract monitoring and for children's, adult consumer, family, and peer support agencies to seek potential areas of collaboration.

Outcome B: Children and their families will be empowered to self-advocate for appropriate services and supports from the multiple service systems available.

Goal Two:

Provide a variety of training opportunities during the contract year for 750 parents and children on the local, regional, and/or State level to enhance their self and peer advocacy skills.

Objectives:

1. Agency shall provide training, ongoing support, and individual mentoring to a minimum of 80 parents and, when possible, children with MH/SA issues. Training should include general topics such as self and peer advocacy, and communication and conflict resolution skills, or more advanced topics such as effective participation in/leadership of meetings, teams, and committees, and establishing and maintaining support groups and networks. General training shall be conducted on a local level a minimum of five times annually, on a regional level in each of the five DHFS Area Administration regions at least once annually, and on the statewide level at least twice annually through conferences and other educational forums. More advanced training should be offered on a local level at least three times annually, on a regional level at least twice annually, and on the statewide level as needed.
2. Agency shall arrange for participant evaluation of each training event, which the agency will then collect and use for quality improvement purposes.
3. Agency shall arrange for volunteers or Family Advocates in the employ of the agency to receive general and advanced training. Employees will receive training at least twice annually.
4. Agency shall create, facilitate, co-sponsor, or provide materials related to the needs and rights of children with MH/SA disorders for a minimum of twenty conferences or other information and educational events such as health fairs, school open houses, etc.
5. Agency shall hold at least one regional or statewide session or symposium to bring young consumers together to organize and develop positive outcomes for addressing their needs and issues.
6. Agency shall create, facilitate, or co-sponsor a minimum of eighty support group meetings specific to the needs of families of children with MH/SA issues.
7. Agency shall recruit and train four volunteer parent advocates to provide information and peer phone and in-person support, such as accompanying parents to Individualized Education Plan (IEP) meetings, court, etc.
8. Agency shall work with the Respite Care Association of Wisconsin or other respite organizations to produce or assist in the production of appropriate and accurate training materials and a training plan for respite providers. Agency will collaborate in the maintenance of a respite provider directory.

Outcome C: Parents will be able to access individual advocates on a statewide level as CCS/CST expansion continues.

Goal One:

Agency will provide per year of contract the equivalent of four full-time Family Advocate positions statewide, with special focus on the current CCS/CST statewide expansion of services and supports for children/youth and families.

Objectives:

1. Agency will provide staffing equivalent to four full-time Family Advocate positions, in addition to main office staff. Family Advocate positions will be distributed so there is a regional contact person for each of the five DHFS Area Administration offices. Family Advocates will be expected to provide information, support, and mentoring to families by phone and/or in-person, helping them connect with needed services or self-advocate in discussions of service provision with the educational and human service systems, among others.
2. Agency shall recruit staff with personal experience with children with MH/SA needs, and advocates that are bilingual and multi-cultural wherever possible.
3. Agency will model collaboration and the wraparound process among all those involved with a child and family, and between the agency and other organizations.

Outcome D: Quality improvement planning for services and supports to children and families will be based on consumer satisfaction input.

Goal One:

Agency will conduct an annual survey among randomly selected consumers/parents/family members who have used the organization's services that measures level of satisfaction with those services. Quality improvement activities will be based on survey results.

Objectives:

1. Agency shall conduct an annual satisfaction survey of their services among randomly selected families that measures their level of satisfaction with the agency's services and follow through and the resulting improvement in their ability to advocate for their children. The results of the survey will be used to create a Quality Improvement (QI) plan for the agency to be shared with BMHSAS as needed changes are identified and a QI plan is implemented. Outcomes resulting from the QI plan implementation will be tracked.
2. Agency shall be responsible for aggregating and reporting results of approximately 300 responses to the BMHSAS ISP/CST Family Satisfaction Survey. Report shall include the aggregated responses and a report/graph for each individual ISP/CST and be disseminated through both the agency and BMHSAS.

A4.7 DATA COLLECTION AND OUTCOMES

Criteria: The agency must demonstrate it has an evaluation and program monitoring plan with mechanisms for quarterly reports on goals and outcomes identified in the work plan. Outcome measures will be specific and measurable, data driven, and clearly demonstrate if outcomes were achieved. Processes for tracking and verifying the dissemination of information, materials, and provision of training are clear and accurate.

A4.8 COORDINATION OF SERVICES

Criteria: Agency must demonstrate necessary community agencies have been or will be involved in the planning and execution of services and/or programs to achieve a coordinated approach to meet consumer and family needs. The agency must include letters of cooperation, memoranda of understanding (MOUs), or interagency agreements from agencies whose involvement is essential for the success of the project. The combined total of these letters, MOUs, or agreements combined shall **not** exceed **five**, and shall be included in the attachments.

- Agency must demonstrate how it proposes to work statewide to expand the provision of local Family Advocacy services, with special emphasis on outreach and collaboration with new

CCS/CST agencies, mental health and substance abuse service providers, school systems, and other agencies such as Aging and Disability Resource Centers.

- Agency shows how these agreements and relationships will enhance collaboration and will translate into more effective children/youth and family support and education services.

A4.9 SUSTAINABILITY

Criteria: Agency has plans for supplementing their funding in the first year of the contract and thereafter.

- Agency will have a marketing plan for agency products and/or services with local/county human service agencies (such as Family Advocate positions in CCS counties) to augment staffing capabilities. The plan will include measures to be taken to ensure the agency-employed staff will remain impartial and independent, i.e., not be unduly influenced by the county human services agency.
- Agency will apply, or partner with other agencies to apply, for grants to expand capacity for parent, family, and consumer advocacy, education, or other germane efforts as a means of supplementing MHBG funds.
- Agency will research and develop options and opportunities for trained and skilled consumers and parent advocates to gain employment and payment sources utilizing the federal psychosocial rehabilitation benefit option in CCS counties.

A4.10 BUDGET NARRATIVE

Criteria: Agency has submitted an eighteen-month budget plan that itemizes expenditures and includes adequate staffing to achieve the outcomes specified in the RFP Budget Template in Section 5.1. The budget narrative should also include how the agency will:

- Maintain records in the manner designated for IRS 501(c) (3) Tax-Exempt Status as a non-profit organization or corporation;
- Itemize expenditures and demonstrate it does not violate MHBG restrictions;
- Provide an overview of the agency's fiscal and audit systems used to track expenditures and revenues for this program;
- Address fiscal and audit systems used to track expenditures and revenues for this program to ensure they meet the requirements of Generally Accepted Accounting Principles and the DHFS Allowable Cost Policy Manual;
- Report quarterly program expenditures on forms provided by the Department;
- Complete an independent annual audit for the program;
- Complete the budget on the template provided in the RFP; and
- A description of the agency's staffing or projected staffing to carry out the activities of the program. Appropriate job descriptions should be attached to the proposal to demonstrate adequate skilled and trained staff capacity to meet the program work plan, goals, and outcomes.

Note: Restrictions on the use of Mental Health Block Grant funds:

(a) <county/agency> agrees it will not expend the grant:

- (1) to provide inpatient services;
- (2) to make cash payments to intended recipients of health services;
- (3) to purchase or improve land, purchase, construct, or permanently improve (other than minor remodeling) any building or other facility, or purchase major medical equipment;
- (4) to satisfy any requirement for the expenditure of non-Federal funds as a condition of the receipt of Federal funds;

- (5) to provide financial assistance to any entity other than a public or nonprofit entity; or
 - (6) to pay for any political lobbying activities.
- (b) <county/agency> agrees to expend not more than 5 percent of the grant for administrative expenses with respect to the grant.

A4.11 PROGRAM NARRATIVE

Please address the following areas in the order given below in your proposal narrative. Specify how your agency will meet the Program Requirements Section in Section A4.3 to A4.10 in the following areas. Do not exceed twenty five (25) pages for the program narrative (excluding appendices and work plan on format provided).

A4.12 PROGRAM/AGENCY CAPACITY AND ORGANIZATION (15 Points)

Describe your agency's capacity to perform the required information and assistance, referral, family support and education activities outlined in the Program Requirements Section A.4, including:

- An overview of your agency, including type of organization, office location(s), overall budget, and staffing of the organization;
- A description of your agency's board of director's composition, board recruitment, board policies on term limits, and training; and
- A description of the board's oversight of the agency's management, program activities, and finances.

A4.13 STRENGTHS/NEEDS ASSESSMENT (10 Points)

Describe how the agency has identified underserved and unserved areas of need for children and family training and support and/or peer support networks for children with MH/SA disorders. Identify the current strengths and unmet needs of families who seek MH/SA services. Describe your agency's plan for collecting, compiling and analyzing data from an annual statewide survey of approximately 300 families served by county wraparound programs of care in Wisconsin.

A4.14 TARGET POPULATION (5 Points)

Please give an overview of the target population(s) and proposed service area, including:

- Your organization's target of the number of individuals that will be served in 2006 through 1) Information and Assistance/Referral; 2) Education; and 3) Family Advocacy. Provide an overview of the characteristics of the individuals you propose to serve through this program.
- Describe how your agency will provide services to children and families across the State, including both urban and rural areas.
- Describe how your organization will assure that minority racial/ethnic and cultural communities will be included in your services.

A4.15 WORK PLAN AND GOALS/OUTCOMES (50 Points)

- Give an overview of your agency's overall guiding principles for interacting with and providing support to children and their families.
- Describe how information and assistance, referral, family advocacy, family support and education are defined by your program.
- Provide a brief narrative that describes your organization's goals, objectives, and outcomes to implement the Children/Youth and Family Support and Education Program (See Section A4.6

requirements). Include a copy of your work plan (see example in Appendix 9.1) that includes each goal, objective, and outcome expected. Provide information on the tasks, activities, timeline, individuals responsible, and expected outcomes. The work plan **is not** included in the 25-page limit for the program narrative.

A4.16 DATA COLLECTION AND MONITORING PLAN (10 Points)

Identify how your agency will collect data required for quarterly reports, including the outcomes identified in Program Requirements Section A4.6. Provide evidence of your agency's ability to report to the State on progress on outcomes, activities and expenditures and how this progress will be monitored and evaluated. Explain how consumers/families will be involved in the monitoring plan.

A4.17 COORDINATION OF SERVICES (10 Points)

Describe your agency's current or planned activities to coordinate your services with other consumer, family, county, and provider organizations. Provide an overview of your agency's specific plans to work with other organizations that will be essential to the success of your proposal. Attach up to five key letters or Memorandums of Understanding that document your existing and/or planned coordination efforts (these attachments **do not** count towards the 25-page limit).

A4.18 SUSTAINABILITY (10 Points)

Describe your agency's marketing plan for agency products and services with local/county human service agencies (including family advocate positions for county Comprehensive Community Services programs) to augment staffing capacity. Report on the agency's efforts to write or collaborate with others to write grants to supplement the block grant funding.

A4.19 BUDGET NARRATIVE (40 Points)

Create a BUDGET NARRATIVE for Proposal A of this RFP for both a six-month and twelve-month period. Include a budget plan that itemizes expenditures and demonstrate that it does not violate MHBG restrictions. Provide a brief overview of the agency's fiscal and audit systems and how these meet the requirements of Generally Accepted Accounting Principles and the DHFS Allowable Cost Policy Manual. Report on how an annual audit will be arranged and quarterly reports will be prepared. Describe the agency's staffing plan to meet the program work plan goals, objectives, and outcomes. Attach copies of proposed job descriptions with your proposal.

Items to be included in the budget, using the provided template, are:

- I. Personnel
- II. Office Operations – general office supplies, service agreements, etc.
- III. Staff Travel
- IV. Consultants
- V. Printing and distribution of informational and training materials
- VI. Indirect costs, calculated at nine percent of direct costs
- VII. Administrative costs of no more than 5%.

B4.1 INTRODUCTION AND BACKGROUND PROPOSAL B: FAMILY AND ADULT CONSUMER SUPPORT AND EDUCATION

Adult consumers and their families have been central to Wisconsin's mental health system redesign. Consumers and families, along with State and local agencies, recognize they are powerful change agents working to transform mental health and other services, program delivery, and policies into a recovery-oriented and transformed system. Data indicates within such a system, when consumers and family members are empowered, feel free to voice concerns, receive peer and family support, and have easy access to current information, and evidence-based or best practices, recovery becomes a frequent outcome and stigma is reduced.

Among the primary goals of consumer and family recovery-oriented education efforts are: the elimination of stigma and discrimination affecting persons with mental illness and their families; promotion of self-help and self-advocacy; wellness management and peer supports; and education of the public, including health care professionals, law enforcement, employers, landlords, journalists, teachers, and others, to the facts about mental illnesses. Targeted education and public awareness activities can reduce misconceptions and myths by providing factual and positive information.

In addition, research shows that family psychoeducation results in markedly higher reductions in relapse and rehospitalization rates, and facilitates recovery of persons who have mental illness. See the federal Department of Health and Human Services (DHHS) Substance Abuse and Mental Health Services Administration (SAMHSA) website at <http://www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits/family> for more information.

Through coordinated and organized infrastructures and opportunities to acquire skills and supports, along with improved information and communication, consumers and families will have increased ability to impact public awareness and policy on pressing issues. These issues include accessibility of services, health insurance parity, suicide prevention, employment, housing, stigma, and other barriers. Research shows the most effective way to reduce stigma is through personal contact with someone with a mental illness. Targeted public education can increase awareness and understanding that mental illnesses are treatable, recovery is possible, and persons with mental illnesses contribute everyday in the workplace, in their communities, and in society as a whole.

B4.2 SCOPE OF THE PROJECT

Proposal B awards an estimated \$210,000 (full year funding) in Mental Health Block Grant funds to an agency to provide statewide information, assistance, referrals, services, supports, and education throughout Wisconsin for transition aged youth (16-21), adults, and older adult consumers and their families. Ready access to information, family/consumer support or mentoring, and education for empowerment and leadership are important components of a transformed mental health system.

Proposal B seeks an agency to provide statewide coordination for dissemination of mental health and related information, resource data with county-specific referral sources, education for targeted consumer groups and service providers, and implementation of evidence-based practices. Special consideration will be given to those agencies seeking coordination with Aging and Disability Resource Centers in counties and regions, being developed statewide by the Department of Health and Family Services.

The RFP also seeks to create positive opportunities for consumers and families to self-advocate, to participate as spokespersons in public awareness and targeted education, and to reduce stigma and break down misperceptions and barriers. The successful proposer will demonstrate knowledge of and collaboration with these efforts.

Preference will be given to a proposer who explains how they will link with other resources statewide to provide information on evidence-based practices including family psychoeducation, access to the service delivery system, and how these will be developed in a culturally diverse, consumer-directed, family-centered, and recovery-oriented agency model. Successful outcomes should be defined, along with methods to promote significant consumer/family involvement. Outreach to attract and retain staff and volunteers who can draw upon their personal recovery experiences should be addressed.

PROGRAM REQUIREMENTS

Sections B4.3 through B4.10 are the PROGRAM REQUIREMENTS (criteria), the components of which will be used to evaluate the proposal. Use the PROGRAM NARRATIVE instructions, B4.11 through B4.19, as a guide to describe how program requirements (criteria) will be met.

B4.3 PROGRAM /AGENCY CAPACITY AND ORGANIZATION

Criteria: Agency must demonstrate that they have or will implement or enhance a program to provide a sustained infrastructure for consumer and family information to include evidence-based practices, family psychoeducation, referral, and advocacy as follows:

- Agency is an established non-profit or public organization that has demonstrated the organizational, financial, structural, and staff capacity to oversee and implement the program.
- Agency's board of directors is made up of at least 50% consumer or family membership.
- Agency board has the expertise, training, and capacity to oversee the agency's management, program activities, and finances.
- Agency has experience and expertise to provide consumer and family information, referral, advocacy and the experience and/or capacity to develop a process for implementation of evidence based practices, such as family psycho-education programs, in coordination with the Bureau, CCS counties, and county CSPs.

B4.4 STRENGTHS/NEEDS ASSESSMENT

Criteria: Agency shows it has the understanding and capacity necessary to assess strengths and unmet needs regarding evidence-based family psychoeducation and then provide comprehensive consumer and family psychoeducation. The agency will identify a method to determine needs for psychoeducation, as well as how psychoeducation programs will be implemented and evaluated. In addition, the agency will collect data on their delivery of psychoeducation programs, which BMHSAS will use to report to SAMHSA. Program effectiveness, consumer and family satisfaction, and additional needs, issues, and/or barriers will also be evaluated. The agency shall include the following:

- Identification of existing data (such as the results of the 2005 consumer listening sessions) that can be used to assess the need for family psychoeducation and programs;
- Process for use of the data to identify gaps in outreach, education, and access, including the special needs of minority groups; and
- Description of agency's expertise and understanding of family and consumer educational needs, and the agency's ability to provide or sub-contract for psychoeducational workshops.

B4.5 TARGET POPULATION

Criteria: Agency will provide services to consumers and their families living in both rural and urban areas. The agency will demonstrate they serve a reasonable number of consumers and family members with the following array of services:

- Information and Assistance/Referral; and
- Psychoeducation and Training.

The agency will show it can collect and report on the target populations' demographic background and must clearly demonstrate in a work plan, adequate outreach and inclusion of minority racial/ethnic and cultural communities. In addition, the agency must provide access to information about services in a variety of formats for persons with Limited English Proficiency (LEP), those who are deaf or hard of hearing (HOH), or are visually impaired. Materials will be made available in Spanish and Hmong when possible.

B4.6 WORK PLAN AND GOALS/OUTCOMES

Criteria: Agency will provide services as defined below:

Information and Assistance/Referral shall be provided to members of the target populations, their families, caregivers, and the general public. Information and assistance/referral services include: listening to the inquirer, assessing his or her needs, helping the inquirer to connect with service provider, and following up with the inquirer or service provider to determine if the needs were met. The agency shall have mechanisms for outreach to difficult-to-serve or isolated consumers and families.

Family Psychoeducation Program Development and Training shall be provided by the agency for community support and comprehensive community services program staff, consumers, family members along with State staff. The agency will work with the Bureau to lead the development of evidence-based Family Psychoeducation programs in Wisconsin. Family Psychoeducation is a type of education that is offered as part of an overall clinical treatment plan for individuals with mental illness to achieve the best possible outcome through the active involvement of family members in treatment and management and to alleviate the concerns of family members by supporting them in their efforts to aid the recovery of their loved ones. Family Psychoeducation programs may be single or multifamily focused. Core characteristics include the provision of emotional support, education, resources during periods of crisis, and problem solving skills. (See attachment 9.8 for a research article and the SAMHSA website describing Evidence-based Practice at www.mentalhealthpractices.org; where SAMHSA lists goals, principles, elements, and a Fidelity Scale of evidence based family psychoeducation). Agency trainings should also include information on the MH/SA system and services, infrastructure of supports available, the family/consumer's rights and responsibilities regarding access and service delivery, self-advocacy, and eligibility requirements.

The work plan described in the proposal is related to the goals and objectives of this request for proposal. Activities to support each objective shall be clearly assigned to specific personnel and have a firm timeline attached using the template provided (appendix 9.1). Activities and timelines should be reasonable and fit with the proposed budget.

The agency will have a strength-based, recovery-oriented program model. The mandatory outcomes, goals, and objectives for Proposal B are listed below:

Outcome A: Information on mental health and substance abuse services, supports, recovery, aging issues, and psychoeducational programs for families, transition aged youth (16-21), adult, and older adult consumers with MH/SA will be accessible to consumers and their families statewide.

Goal One:

Develop and maintain statewide information and assistance regarding mental health and substance abuse services and supports statewide, and insure that information is easy to access in a variety of ways. The work plan must detail how the following objectives will be met:

Objectives:

1. Agency shall develop and keep current a statewide resource directory (database) of MH/SA resources at the local and State level for the target population. Where possible, links will be given to other sources of information and assistance such as the Aging and Disability Resource Centers. Materials should include information on access to human services, support groups, education programs, treatment available, evidence-based practices, the corrections system, funding, and consumer rights in these and other systems. These materials should be accessible by the following means:
 - Toll free number;
 - Electronic contact (E-mail and website);
 - Written correspondence; and
 - In-person contact when possible.
2. Agency shall develop a database that documents the number of users of the website, phone contacts, direct contacts, or letters. The demographic characteristics of users will be obtained when possible. Aggregate contact information will be part of the quarterly report to BMHSAS.
3. Agency shall provide information and assistance by telephone for a minimum of forty hours per week through the use of trained volunteers or paid staff, accommodating the needs of families/consumers with Limited English Proficiency (LEP), those who are deaf and hard of hearing (HOH), or those who are visually impaired.
4. Agency shall provide outreach and information opportunities for families/consumers through a variety of formats such as electronic mailing lists or web interactions, newsletters and brochures etc. When possible, information will also be made available in Spanish and Hmong. Agency will serve as a clearing house for information on materials and resources available to the target population.
5. Agency shall have a written plan for collaboration (including agreements) with other agencies serving the target population, such as county service agencies, consumer and family organizations, Aging and Disability Resource Centers where available, and programs for elders in order to maximize resources and promote cost effectiveness.
6. Agency shall have a written plan to do targeted outreach to diverse racial/ethnic, cultural, rural, and older adult consumers and their families.
7. Agency shall send at least one employee, the Director and or designee, to attend Bureau-led quarterly meetings for purposes of collaboration with all grantees in the RFP. The meetings will be held in a central location with a half-day formal meeting scheduled for the morning and an informal networking session encouraged for the afternoon.

Outcome B: Families and adult consumers receive effective individual and family psychoeducation programs that foster recovery and empowerment.

Goal One:

Agency will develop and provide both individual and group evidence-based consumer and family psychoeducation programs that are recovery-oriented, reduce stigma, offer access to

information/supports, and foster empowerment and recovery. Detail in the work plan the following objectives:

Objectives:

1. The agency will work with BMHSAS, consultants, advisory committee and volunteer county agencies to implement the following objectives:
 - An advisory group will be established by September 1, 2006 to provide advice on the agency's and the State's development of evidence-based Family Psychoeducation in Wisconsin. The advisory group will include consumers, family members, clinicians from Community Support (CSP) and Comprehensive Community Services Programs (CCS) and State staff.
 - Expert consultation will be obtained on evidence-based Family Psychoeducation to assist the State and the agency to develop a strategic plan approved by the Bureau for implementation of Family Psychoeducation in Wisconsin by October 1, 2006.
 - Working with expert consultant and using existing evidence-based models, training materials and toolkits, an introductory informational event on Family Psychoeducation will be held for at least 100 staff of CSP and CCS, family members, consumers and State staff by December 31, 2006.
 - A training event (or events) as identified in a strategic plan as the best approach to facilitating the development of Family Psychoeducation, will be held to assure at least 50 individuals made up of staff of CSP and CCS, family members, consumers and State staff are appropriately trained in providing evidence-based Family Psychoeducation by June 30, 2007.
 - By December 31, 2007, at least 75 individuals will have participated in an evidence-based Family Psychoeducation program by December 31, 2007.
 - By December 31, 2008, 80 percent of all Family Psychoeducation programs will have completed the fidelity scale to assure adherence to the evidence-based approach to Family Psychoeducation
2. In Year 2 and Year 3, agency will implement needed training with identified county programs, staff, and consumers on the evidence based approach to family psychoeducation identified by SAMHSA. Agency will focus initially on volunteer CSP and CCS programs.
3. Agency shall identify and establish agreements and linkages with suitable agencies to collaborate on the education programs or training. Letters of agreement or MOUs should be part of the application. Collaborative agencies might include expert consultants in psychoeducation, other advocacy agencies or groups, county human service agencies, local aging units, resource centers, etc.
4. Agency shall include in the work plan the methods by which persons with limited English proficiency, those who are deaf or hard of hearing, or are visually impaired can gain access to programs or training.
5. Agency shall develop a database to document the number of individuals who utilize the psychoeducation training offered by the agency, using the data elements needed by BMHSAS for federal reporting.
6. Agency will provide quarterly reports to the BMHSAS regarding family and consumer information and assistance/referral including demographic data as well as activities in the development and training on psychoeducation. In Year 2 and Year 3 agency will provide quarterly reports to the BMHSAS regarding the number of family psychoeducation programs and the number of consumers and family members served, including SAMSHA required data elements outlined in Attachment 9.8.

7. The agency plan includes a method for evaluating the psychoeducational model implemented by using the Fidelity scale referenced by SAMHSA and sharing the results of the evaluation with BMHSAS on an annual basis.

B4.7 DATA COLLECTION AND OUTCOMES

Criteria: Agency must demonstrate it has an evaluation and program monitoring plan for the budget, and goals, and outcomes are identified in the work plan. The agency will provide outcome data and a report in Year 1 from best practices family psychoeducation programs measuring the effectiveness of those programs and identifying barriers and unmet needs. In Year 2 and Year 3, the evaluation and monitoring plans will have the capacity to produce quarterly and annual reports of evidence-based family psychoeducation programmatic and fiscal outcomes and activities accomplished. Processes for tracking and verifying the dissemination of information, materials, and provision of training are clear and are agreed upon with BMHSAS to meet reporting requirements of SAMHSA for evidence-based practices.

B4.8 COORDINATION OF SERVICES

Criteria: The agency must demonstrate necessary community agencies, consumers, and families have been or will be involved in the planning and execution of their services and/or programs to achieve cross-system collaboration and coordination. Collaborative agreements would include shared trainings with consumer-run groups, partnering with other agencies/facilities, targeting special populations such as the elderly at events sponsored by the local Aging units, collaborative educational events with Independent Living Centers, WI United for Mental Health, etc.

- The agency must include letters of cooperation, MOUs, or interagency agreements from agencies whose involvement is essential for the success of the project. These letters, MOUs, or agreements shall **not** exceed **five** letters in total and shall be included in the attachments.
- The agency must demonstrate how it proposes to work statewide with the DHFS and through interagency contracts at the county level to improve provision of local services with special emphasis on outreach and collaboration with new CCS/CST agencies, mental health and substance abuse service providers, children's MH/SA systems for transitional youth, and other groups/agencies such as Aging and Disability Resource Centers.

B4.9 SUSTAINABILITY

Criteria: Agency has plans for supplementing their funding beginning in the first year of the contract and thereafter.

Agency will have a marketing plan for agency services, training, and products with local/county human service agencies (including training in CCS and CSP counties) to augment staffing capabilities. The agency will write grants and/or partner with other agencies to expand capacity for consumer advocacy, education, or other germane efforts as a means of supplementing MHBG funds. The marketing plan will be updated and progress reported quarterly to BMHSAS.

B4.10 BUDGET NARRATIVE

Criteria: The budget should reflect the support for the activities needed to implement the work plan including support for advisory group members, consultants to deliver evidence-based family psychoeducation programs and training in the most cost effective manner. Staff expertise, salaries/benefits, and administrative costs should be detailed to demonstrate that salaries are equitable and

aligned with customary salaries in the field, and commensurate with experience and training. It is expected that statewide travel would be included as part of the budget but additional points will be awarded for innovative ways to make travel or other costs more efficient, such as regional trainings. Staff providing support and technical assistance to local agencies/groups will have demonstrated experience and training in organizational development, leadership training in family and consumer psychoeducation programs, marketing, and fundraising. It is expected that the budget will include adequate contractual resources for expert consultation in evidence-based psychoeducation.

Agency has an eighteen-month budget plan that itemizes expenditures using the Budget Template specified in Section 5.1, and demonstrates it does not violate MHBG restrictions. It includes:

- An overview of the agency's fiscal and audit systems used to track expenditures and revenues for this program;
- Agency's fiscal and audit systems used to track expenditures and revenues for this program meet the requirements of Generally Accepted Accounting Principles and the DHFS Allowable Cost Policy Manual;
- Agency's ability to report quarterly program expenditures on forms provided by the department;
- Agency plan for an independent annual audit for the program;
- Completion of budget on template provided in RFP; and
- A description of the agency's staffing, and consultation or projected staffing to carry out the activities of the program. The job descriptions should be attached to the proposal.

Note: Restrictions on the use of Mental Health Block Grant funds:

(a) <county/agency> agrees it will not expend the grant:

- (1) to provide inpatient services;
- (2) to make cash payments to intended recipients of health services;
- (3) to purchase or improve land, purchase, construct, or permanently improve (other than minor remodeling) any building or other facility, or purchase major medical equipment;
- (4) to satisfy any requirement for the expenditure of non-Federal funds as a condition of the receipt of Federal funds;
- (5) to provide financial assistance to any entity other than a public or nonprofit entity; or
- (6) to pay for any political lobbying activities.

(b) <county/agency> agrees to expend not more than 5 percent of the grant for administrative expenses with respect to the grant.

B4.11 PROGRAM NARRATIVE

Please address the following areas in the order shown in your proposal narrative. Specify how your agency will meet the Program Requirements Section in Section B4.3 to B4.10. Do not exceed twenty-five (25) pages for the program narrative (excluding appendices and work plan on format provided).

B4.12 PROGRAM/AGENCY CAPACITY AND ORGANIZATION (15 Points)

Describe your agency's capacity to perform the required information, assistance, referral, family support, and Family Psychoeducation development activities outlined in the Requirements Section B4.3 through B4.6, including:

- An overview of your agency, including type of organization, office location(s), overall budget, and staffing of the organization;
- A description of your agency's board of directors composition, board recruitment, board policies on term limits, and training; and

- A description of the board's oversight of the agency's management, program activities, and finances.

B4.13 STRENGTHS/NEEDS ASSESSMENT (10 Points)

Describe how the agency will use existing data and/or research on family and consumer needs in the area of evidence-based family psychoeducation, information, and assistance to identify underserved and unserved areas of need for youth in transition, adult and aging consumers, and individuals with co-occurring substance abuse and their family members statewide. Identify the current areas of strength within the system and opportunities for collaboration with existing information and assistance systems, including county mental health agencies and Aging and Disability Resource Centers.

B4.14 TARGET POPULATION (5 Points)

Give an overview of the target population(s) and proposed service area, including:

- Identify your organization's target number of individuals that will be served in 2006 through 1) Information and Assistance/Referral; 2) Family Psychoeducation. Provide an overview of the characteristics of the individuals you propose to serve through this program.
- Describe how your agency will provide services to consumers and families across the State, including both urban and rural areas.
- Describe how your organization will assure that minority racial/ethnic and cultural communities will be included in your services.

B4.15 WORK PLAN AND GOALS/OUTCOMES (50 Points)

Include a copy of your work plan (see example in Appendix 9.1) that addresses each goal, objective, and outcome expected. Provide information on the tasks, activities, timeline, individuals responsible, and expected outcomes. The work plan **is not** included in the 25-page limit for the program narrative.

B4.16 DATA COLLECTION AND MONITORING PLAN (10 Points)

Identify how your agency will collect required data and report on it. This includes the outcomes and activities identified in Program Requirements Section B4.6. Describe your agency's plan for monitoring and evaluating the program's progress and required outcomes. Describe how consumers/families will be involved in the monitoring plan.

B4.17 COORDINATION OF SERVICES (10 Points)

Describe your agency's current activities to coordinate your services with other consumer, family, county, and provider organizations. Provide an overview of your agency's specific plans to work with other organizations that will be essential to the success of your proposal. Attach up to five key letters or Memorandums of Understanding that document your existing and/or planned coordination efforts (these attachments **do not** count towards the 25-page limit).

B4.18 SUSTAINABILITY (10 Points)

Describe your agency's marketing plan for agency products and services with local/county human service agencies and other organizations to augment staffing capacity. Report on the agency's efforts to write or collaborate with others to write grants to expand capacity and supplement block grant funding.

B4.19 BUDGET NARRATIVE (40 Points)

Create an eighteen-month BUDGET NARRATIVE for Proposal B of this RFP using the Budget Template in Section 5.1. Include a budget plan that itemizes expenditures and demonstrates that it does not violate MHBG restrictions. Provide a brief overview of the agency's fiscal and audit systems and how these meet the requirements of Generally Accepted Accounting Principles and the DHFS Allowable Cost Policy Manual. Report on how an annual audit will be arranged and quarterly reports will be prepared. Describe the agency's staffing and consultation resources to meet the program work plan goals, objectives, and outcomes. Attach copies of proposed job descriptions with your proposal.

Items to be included in the budget, using the provided template, are:

- I. Personnel
- II. Office Operations – general office supplies, service agreements, etc.
- III. Staff Travel
- IV. Consultants
- V. Printing and distribution of informational and training materials
- VI. Indirect costs, calculated at nine percent of direct costs

C4.1 INTRODUCTION AND BACKGROUND PROPOSAL C: PEER-TO-PEER SUPPORT PROGRAMS/CONSUMER RUN SERVICES DEVELOPMENT

This portion of the Request for Proposal is for the estimated award of \$454,000 annually in Mental Health Block Grant funds for the development of both peer-to-peer support programs and consumer-run services statewide. Individuals with co-occurring substance abuse issues will also be included in these peer support programs. Applications are limited to public and not-for-profit entities with a consumer controlled board of not less than 51% consumers. There is growing empirical evidence when individuals with mental illness are offered traditional mental health services and, as an adjunct, participate in peer-run support services, they show greater improvements in well-being and quality of life over time than consumers offered only traditional mental health services.

C4.2 SCOPE OF THE PROJECT

At the consumer listening sessions in November and December of 2005, consumers from across the State expressed the desire for something beyond drop-in centers; they want strong local peer organizations with the strength to survive board and volunteer staff changes and conflicts. Within the transformed mental health system of Wisconsin, it is imperative that local consumer-run advocacy and peer-support organizations are developed and sustained.

To be truly effective, consumer-run organizations need to have strong collaborative relationships with local service providers and, at the same time, develop ways to increase their independence from single source public funding. Trained and well-informed consumers from these local consumer agencies need to be available as policy and program consultants and local board members, as well as peer advocates to help others with MH/SA issues who need assistance with access, supports, or services. Additionally, paid consumer support services could be provided for programs such as Comprehensive Community Services (CCS), Community Support Programs (CSP), Emergency Mental Health Services Programs (known as Crisis), and/or outpatient services.

This RFP seeks to develop sustainable peer-operated local organizations called Recovery Centers, and arrange and deliver a training program statewide to help individuals both self-advocate and provide consumer advocacy for peers. Sections C4.3 through C4.10 are the program requirements, (criteria) the

components of which will be used to evaluate the proposal. Use the program narrative instructions, C4.11 through C4.18, as a guide to describe how program requirements will be met.

The proposer organization has to be prepared to develop and foster to the point of sustainability, (defined as independence from single source public funding) at least five local organizations within a period of three years. It must have the capacity to train consumers statewide as self and peer advocates using as a basis existing training curricula.

C4.3 PROGRAM/AGENCY CAPACITY AND ORGANIZATION

Criteria: Organization responding to Proposal C must demonstrate it has implemented or will implement or enhance its current program to provide a sustained infrastructure. This infrastructure in turn should provide comprehensive, wide ranging technical assistance to create local consumer Recovery Centers and organize and implement regional training statewide for consumers who are interested in self and peer advocacy. The organization will:

- Have a consumer-controlled board with a composition of not less than 51% consumers (see definition, page 9) that has the expertise, training, and capacity to oversee the agency's management, program activities, and finances;
- Be an established non-profit or public organization that has demonstrated the organizational, financial, structural, and staff capacity to oversee and implement the program;
- Have a staff or a staff recruitment plan that includes experts in non-profit management, facilitation, and conflict management;
- Demonstrate capacity as an organization to operate effectively as a consulting agency for both local board development and to foster organizational independence through fundraising, marketing, and fee setting for services;
- Be cost effective in terms of salaries and staff qualifications;
- Have a designated headquarters with a phone that operates during normal business hours, making the organization accessible for consumers and collaborating agencies; and
- Maintain records in the manner designated by IRS 501(c) (3) Tax-Exempt Status as a non-profit organization or corporation.

C4.4 STRENGTHS/NEEDS ASSESSMENT

Criteria: Proposer has a breadth of knowledge about existing consumer peer support/advocacy groups, consumer issues, and gaps and needs in the consumer movement statewide and nationally. This knowledge is derived from consumers themselves as well as data from various sources including data generally available through the internet and from the DHFS. The proposer will be able to articulate strengths and gaps in the consumer movement across the State, across the lifespan, across disabilities, and across cultures.

C4.5 TARGET POPULATION

Criteria: Proposer will provide specific demographic information or data about the target populations it plans to serve. In general, the composition of the target groups to be served should reflect their needs, with adequate inclusion of diverse racial/ethnic/cultural and rural communities where feasible and appropriate. Proposer will define their proposed service areas.

C4.6 WORK PLAN AND GOALS/OUTCOMES

Criteria: Proposer will submit a work plan with this application using the format of work plan attachment 9.1, which details the tasks associated with the outcomes and goals delineated below. The successful proposer will use collaborating agencies wherever possible, and meet the outcomes in the most cost effective method. Sustainability should be a major focus of the work plan, and adequate technical assistance should be provided to foster skills that will enhance a local agency's ability to sustain themselves by a variety of marketing and fundraising activities. Training for consumers in peer advocacy should be statewide, with equal geographic opportunities for all consumers who want to be trained. Development of a curriculum will be funded only to the extent that established curricula developed by other groups, such as Wisconsin Independent Living Centers or Wisconsin Coalition for Advocacy, need to have minor adaptations for training mental health consumers in peer advocacy. Additional points will be awarded for a proposer agency that collaborates with other agencies with expertise in training and experience with the subject matter.

The proposer agency will provide the following services as defined below:

Outcome A: Five local consumer-run organizations will be self-sustaining at the end of the three-year period.

Goal One:

Select **at least** five local consumer organizations that will partner with the proposer agency to create sustainable Recovery Centers. Recovery Centers will provide a variety of peer supports and services, including assistance with employment and other life skills development. They will also provide general peer support and education. Recovery Centers, as envisioned by consumers at the consumer summit, are places where there are both structured training opportunities and general support for recovery and the development of peer support skills. The desired outcome would be at least partial financial separation of Recovery Centers from the proposer at the end of three years. These local organizations would learn to identify and rely on their own boards and the talents of their members to become autonomous, loosely affiliated organizations that would recruit members and share resources, assisted by the proposer organization.

Objectives:

1. Develop an RFP to select local consumer organizations to develop Recovery Centers that provide services and supports to mental health consumers at the local level. The RFP should contain the requirement for letters of support, MOUs, and/or interagency agreements with local agencies providing MH/SA services. The RFP should also address a means to evaluate the capacity of local consumer run groups to develop a recovery oriented center and recruit and adequately represent local MH/SA consumers.
2. Develop a process and evaluation tool approved by the DHFS to evaluate the RFPs based on the strength and skill sets of existing groups.
3. In conjunction with each chosen site, develop a detailed work plan and identify what skill sets are needed by the local organization from the proposer to achieve a strong level of sustainability in the three-year grant cycle.
4. Develop a technical assistance (TA) work plan for the proposer agency that includes not only the specific routine TA tasks necessary for local agency development, such as board training, but also includes a detailed plan for developing and sustaining communication, strong linkages, and trusting relationships with Recovery Centers, including a user friendly grievance and appeals process. The proposer agency should have mechanisms to resolve local level conflicts in such a way that consumers in conflict are able to maintain their positive relationship with the proposer

agency, and continue to work towards economic autonomy in partnership with the proposer agency.

5. Set up contracts with at least 5 local consumer groups to develop Recovery Centers. The Centers would provide the following services:
 - a. training and supports for development of peer support and peer advocacy activities;
 - b. assistance with vocational and employment activities;
 - c. meaningful assistance to consumers enabling them to be involved in their chosen communities; and
 - d. support for individual consumers and families, including a “warm line” that operates at specified hours of the day and week. A “warm line” is a telephone link to trained individuals (for the purposes of this RFP the warm line would be staffed by mental health consumers) who can respond to individuals who are not in crisis but feel anxious, situationally stressed and /or just need someone to talk with. The warm line is not required 24/7. Staff are trained to refer individuals who are experiencing a crisis and need help beyond what the warm line can offer.
6. Develop adequate budgets that allow the local agency to develop the services and supports outlined in 5 above, and provide toolkits for sustainability including instructions for: how to acquire 501(c) (3) Tax-Exempt Status; how to be an effective local consumer board; how to recruit and sustain consumer board members who provide racial, ethnic, and age diversity; how to resolve conflict; how to achieve operational autonomy and how to generate local support and raise funds.
7. Follow toolkits with TA in needed areas as frequently as required to achieve the desired outcomes. Set up a directory of skills of individual consumers so that sites can assist one another, depending on their affiliated consumers.
8. Assist at least five agencies to develop and implement a sustainability work plan with their local partners to decrease single source funding dependency.

Outcome B: Consumers will be trained and supported to self-advocate and be available for peer advocacy in each region of the State.

Goal Two:

A statewide consumer peer advocate training program will be built on existing advocacy curricula of agencies such as the Wisconsin Coalition for Advocacy’s “Self and Peer Advocacy” training or the Wisconsin Independent Living Centers’ training modules that focus on self and peer advocacy assistance.

Objectives:

1. Using existing core curricula, proposer agency will develop a work plan for a comprehensive statewide consumer training program that explores the issues of stigma (external, internal, and internalizing), and how to self-advocate and advocate for peers.
2. Conduct regional “train the trainers,” utilizing the Recovery Centers and other locations in each region.
3. Detail how other human service and advocacy agencies will collaborate to reach a variety of consumers and use existing resources statewide to ensure cost effectiveness.
4. Develop a database of trained and willing consumers by region, accessible to other consumers and agencies locally and at the State level.

C4.7 DATA COLLECTION AND OUTCOMES

Criteria: Proposer will write a self evaluation plan that addresses all of the objectives from the work plan. The evaluation plan will have measurable outcomes and timelines that follow the attached Goals and Work Plan. Quarterly and annual reports of programmatic and fiscal outcomes and activities will be required.

C4.8 COORDINATION OF SERVICES

Criteria: All agency activities will be collaborative with the State and with other agencies providing consumer support and similar advocacy services. The applicant demonstrates community agencies and other advocacy organizations have been or will be involved in the planning and execution of the services and/or programs to achieve a coordinated approach to meet consumer needs and achieve multi-system coordination.

All agencies providing advocacy services will have MOUs in place with each other for sharing products each agency develops for the State, and collaborating where indicated to prevent duplication of services and supports and conserve scarce resources. Advocacy agencies will also participate in Bureau and Department activities as needed when input and participation by the agency will benefit consumers and improve current programs.

C4.9 SUSTAINABILITY

Criteria: Proposer will develop as part of the RFP response a three-year plan to reduce reliance on MHBG funding for consumer organizational development.

C4.10 BUDGET NARRATIVE

Criteria: The proposer's budget reflects an eighteen-month plan for this project that is shown to be cost effective and uses natural local supports, including local consumers, to deliver training and develop Recovery Centers. Proposer uses the Budget Template specified in Section 5.1. Staff expertise, salaries, fringe benefits, and administrative costs are detailed to demonstrate salaries are equitable and aligned with the usual and customary human services' field salaries, commensurate with experience and training. It is expected that statewide travel would be included as part of the budget but additional points will be awarded for innovative ways to minimize travel cost effectively, such as bundling training regionally. Staff from the proposer agency providing support and technical assistance to grantee sites will have demonstrated experience and training in organizational development, including marketing, fundraising, and non-profit board and agency development.

The budget narrative demonstrates how the agency will:

- Maintain records in the manner designated for IRS 501(c) (3) Tax-Exempt Status as a non-profit organization or corporation;
- Itemize expenditures and demonstrate it does not violate MHBG restrictions;
- Address fiscal and audit systems used to track program expenditures and revenues to ensure they meet the requirements of Generally Accepted Accounting Principles and the DHFS Allowable Cost Policy Manual;
- Report quarterly program expenditures on forms provided by the Department;
- Complete an independent annual audit;
- Complete the budget on the template provided in this RFP;
- Provide a description of the agency's staffing or projected staffing, including qualifications and skills, to carry out program activities; copies of job descriptions should be included;
- Describe the allocation to each site to ensure viable local Recovery Centers development;
- Clearly delineate salaries and benefits of proposer agency where the MHBG is supporting the salaries of individuals for this project; if the salary and fringe of staff is shared with other income sources, indicate what proportion of the project work and staff budget the MHBG will cover; and
- Delineate administrative and indirect overhead costs associated with maintaining an office and full records for the project.

Note: Restrictions on the use of Mental Health Block Grant funds:

- (a) <county/agency> agrees that it will not expend the grant:
 - (1) to provide inpatient services;
 - (2) to make cash payments to intended recipients of health services;
 - (3) to purchase or improve land, purchase, construct, or permanently improve (other than minor remodeling) any building or other facility, or purchase major medical equipment;
 - (4) to satisfy any requirement for the expenditure of non-Federal funds as a condition of the receipt of Federal funds;
 - (5) to provide financial assistance to any entity other than a public or nonprofit entity; or
 - (6) to pay for any political lobbying activities.
- (b) <county/agency> agrees to expend not more than 5 percent of the grant for administrative expenses with respect to the grant.

C4.11 PROGRAM NARRATIVE

Address the following areas in the order shown. Specify how your agency will meet the program requirements in sections C4.3 to C4.10. Do not exceed 25 pages for the program narrative (excluding appendices and work plan on format provided).

C4.12 PROGRAM/AGENCY CAPACITY AND ORGANIZATION (15 Points)

Narrative should include the following:

- a) Describe the Board's composition, delineating consumers from family members and other individuals, the Board selection and election processes, and term limits (appendices can include agency by-laws).
- b) Describe agency policies and procedures that assure service delivery continuity in the event of staff absences or leaves of absence that affect agency operation.
- c) Describe agency policies and procedures that promote minority recruitment, hiring, and retention.
- d) Describe the role of the Consumer Board in agency management.
- e) Describe the agency staffing support and business hours; include the location of the agency main office.

C4.13 STRENGTHS/NEEDS ASSESSMENT (10 Points)

Narrative should include the following:

- a) Describe the current strengths of the consumer movement, including the agency's role in building the movement collaboratively with other advocacy and consumer-run agencies statewide.
- b) Describe existing resources and concerned organizations statewide that could collaborate with the proposer agency to make the proposal more cost effective.
- c) Describe perceived consumer support needs and gaps and what would be necessary for building a sustainable, cross-cutting consumer movement statewide. Give the sources of your information.
- d) Describe the specific gaps in consumer outreach to cultural minorities, youth in transition, and isolated aging populations, as well as the challenges of rural outreach.

C4.14 TARGET POPULATION (5 Points)

The narrative should describe the target populations and the service area the agency/organization will serve, including outreach to diverse racial/ethnic/cultural communities, rural communities, and particular age groups.

C4.15 WORK PLAN FOR GOALS/OUTCOMES (50 Points)

Using the format provided, submit a detailed work plan that demonstrates how the agency will meet the goals and objectives in section C4.6.

C4.16 DATA COLLECTION AND MONITORING PLAN (10 Points)

The applicant will be required to submit data that demonstrate intended outcomes are being achieved. Please describe the agency's evaluation plan, including:

- a) Description of the system and process used to gather data for quality improvement and data reporting to the State.
- b) Description of the agency Fiscal and Audit systems and processes used to track expenditures and revenues that meet State audit guidelines.
- c) Staff responsible for collecting and analyzing the data necessary for quarterly and annual reports, including fiscal reports of internal expenditures and external sub-contract expenditures.
- d) Staff responsible for analyzing proposal outcomes and submitting required evaluation results.
- e) Staff responsible for the preparation, distribution, and use of reports summarizing program results.
- f) Procedures that have been or will be implemented to insure consumer privacy and confidentiality, and the secure storage of records.
- g) Methods for evaluating consumer/Recovery Center sub-contractee satisfaction with services and supports.
- h) Verification of information and materials dissemination and provision of training.
- i) Proposer agency plan to apply continuous Quality Improvement principles, using the results of data and surveys described above.

C4.17 COORDINATION OF SERVICES (10 Points)

The narrative shall contain the following:

- a) A description of how the proposer's organization/agency and staff will work statewide through interagency contracts at the local level to expand consumer involvement and create empowerment opportunities;
- b) A succinct explanation as to how these agreements and fostering of local relationships will translate into more effective recovery focused mental health system of transformation; and
- c) A description of how enhanced collaboration among systems benefits adult and older adult consumers, their families/significant others, and communities, and how this project will embrace that collaboration with its two main goals.

In addition, letters of cooperation, MOUs, and/or inter-agency agreements from agencies whose involvement is essential for the proposal's success must be specifically written to the proposer for this Section. They shall **not exceed 5** letters in total and shall be included in the attachments.

C4.18 SUSTAINABILITY (10 Points)

The narrative should include the following:

- How the proposer agency will develop and promote sustainability plans for sub-contract agencies;
- How the proposer agency will develop a marketing plan for proposer agency products and services with local human service agencies; and
- How the proposer agency will develop the capacity to write successful grants for consumer advocacy and education.

C4.19 BUDGET NARRATIVE (40 Points)

Create an eighteen-month BUDGET NARRATIVE for Proposal C of this RFP using the Budget Template outlined in Section 5.1. Include a budget plan that itemizes expenditures and demonstrate it does not violate MHBG restrictions. Provide a brief overview of the agency's fiscal and audit systems and how these meet the requirements of Generally Accepted Accounting Principles and the DHFS Allowable Cost Policy Manual. Report on how an annual audit will be arranged and quarterly reports will be prepared. Describe the agency's staffing plan to meet the program work plan goals, objectives, and outcomes. Attach copies of proposed job descriptions with your proposal.

Items to be included in the budget, using the provided template, are:

- I. Personnel
- II. Office Operations – general office supplies, service agreements, etc.
- III. Staff Travel
- IV. Consultants
- V. Printing and distribution of informational and training materials
- VI. Indirect costs, calculated at nine percent of direct costs
- VII. Administrative costs of no more than 5%.

5.0 COST PROPOSAL

Complete two budget templates for both a six month time period (see 5.1A) July 1, 2006 – December 31, 2006, and a second for the full year (see 5.1B) January 1, 2007 – December 31, 2007. Use the funding totals indicated in 1.9 of the RFP for the appropriate time frames.

5.1A BUDGET TEMPLATE

Budget Template for Six Months - (Microsoft Excel spreadsheet)

July 1, 2006 - December 31, 2006

[illegible]

5.1B BUDGET TEMPLATE

Budget Template for One Year - (Microsoft Excel spreadsheet)

January 1, 2007 - December 31, 2007

Personnel	Hourly Rate	Hours	Total
Name and Title of Position	Hourly Rate	Hours Worked	Total Cost
			\$0.00
Subtotal			\$0
Fringe - (list fringe benefit rate)			
Personnel Total			\$0
Insurance			\$0
Travel			\$0
Supplies and Operating Expenses			\$0
Staff Training			\$0
Sub-Contracts Budget Detail			\$0
Rent			\$0
Salary/Other Payment			\$0
Supplies			\$0
Travel			\$0
Training			\$0
Misc.			\$0
Other Expenses (list)			\$0
TOTAL			\$0

6.0 SPECIAL CONTRACT TERMS AND CONDITIONS

6.1 PAYMENT REQUIREMENTS

Payment procedures and requirements will be detailed with the grant agreement that will be negotiated with the successful proposer.

6.2 PRIME CONTRACTOR AND MINORITY BUSINESS SUBCONTRACTORS

The prime contractor will be responsible for the contract performance when subcontractors are used. However, when subcontractors are used, they must abide by all terms and conditions of the contract. If, subcontractors are to be used, the proposer must clearly explain their participation. When subcontractors are identified in Proposal A, B, or C, the State can exercise the right to cancel this award contract, if the subcontractors are not in place by December 2006.

The State of Wisconsin is committed to the promotion of minority business in the State's purchasing program and a goal of placing 5% of its total purchasing dollars with certified minority businesses. Authority for this program is found in ss. 15.107(2), 16.75(4), 16.75(5) and 560.036(2), Wisconsin Statutes. The contracting agency is committed to the promotion of minority business in the State's purchasing program.

6.3 EXECUTED CONTRACT TO CONSTITUTE ENTIRE AGREEMENT

In the event of a contract award, the contents of this RFP (including all attachments), RFP addenda and revisions, and the proposal of the successful proposer, and additional terms agreed to, in writing, by the agency and the contractor shall become part of the contract. Failure of the successful proposer to accept these as a contractual agreement may result in a cancellation of award.

6.4 TERMINATION OF CONTRACT

The Department may terminate the contract at any time at its sole discretion by delivering 90 calendar days written notice to the contractor. Upon termination, the Department's liability will be limited to the pro rata cost of the services performed as of the date of termination plus expenses incurred with the prior written approval of the department. In the event that the contractor terminates the contract, for any reason whatsoever, it will refund to the Department within 10 calendar days of said termination, all payments made hereunder by the Department to the contractor for work not completed or not accepted by the Department. Such termination will require written notice to that effect to be delivered by the contractor to the Department not less than 90 calendar days prior to said termination.

7.0 STANDARD TERMS AND CONDITIONS

The State of Wisconsin reserves the right to incorporate standard State contract provisions into any contract negotiated with any proposal submitted responding to this RFP (Standard Terms and Conditions (DOA-3054) and Supplemental Standard Terms and Conditions for Procurements for Services (DOA-3681)). Failure of the successful proposer to accept these obligations in a contractual agreement may result in cancellation of the award. These forms are located in the appendix.

8.0 REQUIRED FORMS

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.4. Blank forms are attached in the appendix.

Proposer Information (DOA-3477)

Proposer Reference (DOA-3478)

9.0 APPENDIX

9.1 SAMPLE WORK PLAN

9.2 STANDARD TERMS AND CONDITIONS (DOA – 3054)

9.3 SUPPLEMENTAL STANDARD TERMS AND CONDITIONS FOR PROCUREMENTS FOR SERVICES (DOA – 3681)

9.4 PROPOSER INFORMATION (DOA – 3477)

9.5 PROPOSER REFERENCE (DOA – 3478)

9.6 NOTICE OF INTENT TO APPLY

9.7 FAMILY PSYCHOEDUCATION

9.8 DATA REQUIREMENTS FOR PSYCHOEDUCATION

9.1

WORKPLAN

Outcome:	Goal: Objective:	July thru Sept 2006	Oct thru Dec 2006	Jan thru March 2007	April thru June 2007
Lead Staff	<u>Work Activity</u>				
	1.				
	2.				
	3.				

Standard Terms And Conditions (Request For Bids / Proposals)

- 1.0 SPECIFICATIONS:** The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability and/or performance level desired. When alternates are bid/proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish equivalency. The State of Wisconsin shall be the sole judge of equivalency. Bidders/proposers are cautioned to avoid bidding alternates to the specifications which may result in rejection of their bid/proposal.
- 2.0 DEVIATIONS AND EXCEPTIONS:** Deviations and exceptions from original text, terms, conditions, or specifications shall be described fully, on the bidder's/proposer's letterhead, signed, and attached to the request. In the absence of such statement, the bid/proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the bidders/proposers shall be held liable.
- 3.0 QUALITY:** Unless otherwise indicated in the request, all material shall be first quality. Items which are used, demonstrators, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by the State of Wisconsin.
- 4.0 QUANTITIES:** The quantities shown on this request are based on estimated needs. The state reserves the right to increase or decrease quantities to meet actual needs.
- 5.0 DELIVERY:** Deliveries shall be F.O.B. destination freight prepaid and included unless otherwise specified.
- 6.0 PRICING AND DISCOUNT:** The State of Wisconsin qualifies for governmental discounts and its educational institutions also qualify for educational discounts. Unit prices shall reflect these discounts.
- 6.1** Unit prices shown on the bid/proposal or contract shall be the price per unit of sale (e.g., gal., cs., doz., ea.) as stated on the request or contract. For any given item, the quantity multiplied by the unit price shall establish the extended price, the unit price shall govern in the bid/proposal evaluation and contract administration.
- 6.2** Prices established in continuing agreements and term contracts may be lowered due to general market conditions, but prices shall not be subject to increase for ninety (90) calendar days from the date of award. Any increase proposed shall be submitted to the contracting agency thirty (30) calendar days before the proposed effective date of the price increase, and shall be limited to fully documented cost increases to the contractor which are demonstrated to be industry wide. The conditions under which price increases may be granted shall be expressed in bid/proposal documents and contracts or agreements.

6.3 In determination of award, discounts for early payment will only be considered when all other conditions are equal and when payment terms allow at least fifteen (15) days, providing the discount terms are deemed favorable. All payment terms must allow the option of net thirty (30).

7.0 UNFAIR SALES ACT: Prices quoted to the State of Wisconsin are not governed by the Unfair Sales Act.

8.0 ACCEPTANCE-REJECTION: The State of Wisconsin reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, and to accept any part of a bid/proposal as deemed to be in the best interests of the State of Wisconsin.

Bids/proposals MUST be date and time stamped by the soliciting purchasing office on or before the date and time that the bid/proposal is due. Bids/proposals date and time stamped in another office will be rejected. Receipt of a bid/proposal by the mail system does not constitute receipt of a bid/proposal by the purchasing office.

9.0 METHOD OF AWARD: Award shall be made to the lowest responsible, responsive bidder unless otherwise specified.

10.0 ORDERING: Purchase orders or releases via purchasing cards shall be placed directly to the contractor by an authorized agency. No other purchase orders are authorized.

11.0 PAYMENT TERMS AND INVOICING: The State of Wisconsin normally will pay properly submitted proposer invoices within thirty (30) days of receipt providing goods and/or services have been delivered, installed (if required), and accepted as specified.

Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order including reference to purchase order number and submittal to the correct address for processing.

A good faith dispute creates an exception to prompt payment.

12.0 TAXES: The State of Wisconsin and its agencies are exempt from payment of all federal tax and Wisconsin state and local taxes on its purchases except Wisconsin excise taxes as described below.

The State of Wisconsin, including all its agencies, is required to pay the Wisconsin excise or occupation tax on its purchase of beer, liquor, wine, cigarettes, tobacco products, motor vehicle fuel and general aviation fuel. However, it is exempt from payment of Wisconsin sales or use tax on its purchases. The State of Wisconsin may be subject to other states'

taxes on its purchases in that state depending on the laws of that state. Contractors performing construction activities are required to pay state use tax on the cost of materials.

13.0 GUARANTEED DELIVERY: Failure of the contractor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the contractor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include the administrative costs.

15.0 APPLICABLE LAW: This contract shall be governed under the laws of the State of Wisconsin. The contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct. The State of Wisconsin reserves the right to cancel any contract with a federally debarred contractor or a contractor which is presently identified on the list of parties excluded from federal procurement and non-procurement contracts.

16.0 ANTITRUST ASSIGNMENT: The contractor and the State of Wisconsin recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State of Wisconsin (purchaser). Therefore, the contractor hereby assigns to the State of Wisconsin any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.

17.0 ASSIGNMENT: No right or duty in whole or in part of the contractor under this contract may be assigned or delegated without the prior written consent of the State of Wisconsin.

18.0 WORK CENTER CRITERIA: A work center must be certified under s. 16.752, Wis. Stats., and must ensure that when engaged in the production of materials, supplies or equipment or the performance of contractual services, not less than seventy-five percent (75%) of the total hours of direct labor are performed by severely handicapped individuals.

19.0 NONDISCRIMINATION / AFFIRMATIVE ACTION: In connection with the performance of work under this contract, the contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s. 51.01(5), Wis. Stats., sexual orientation as defined in s. 111.32(13m), Wis. Stats., or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, the contractor further agrees to take affirmative action to ensure equal employment opportunities.

19.1 Contracts estimated to be over twenty-five thousand dollars (\$25,000) require the submission of a written affirmative action plan by the contractor. An exemption occurs from this requirement if the contractor has a workforce of less than twenty-five (25) employees. Within fifteen (15) working days after the contract is awarded, the contractor must submit the plan to the contracting state agency for approval. Instructions on

14.0 ENTIRE AGREEMENT: These Standard Terms and Conditions shall apply to any contract or order awarded as a result of this request except where special requirements are stated elsewhere in the request; in such cases, the special requirements shall apply. Further, the written contract and/or order with referenced parts and attachments shall constitute the entire agreement and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by the contracting authority.

preparing the plan and technical assistance regarding this clause are available from the contracting state agency.

19.2 The contractor agrees to post in conspicuous places, available for employees and applicants for employment, a notice to be provided by the contracting state agency that sets forth the provisions of the State of Wisconsin's nondiscrimination law.

19.3 Failure to comply with the conditions of this clause may result in the contractor's becoming declared an "ineligible" contractor, termination of the contract, or withholding of payment.

20.0 PATENT INFRINGEMENT: The contractor selling to the State of Wisconsin the articles described herein guarantees the articles were manufactured or produced in accordance with applicable federal labor laws. Further, that the sale or use of the articles described herein will not infringe any United States patent. The contractor covenants that it will at its own expense defend every suit which shall be brought against the State of Wisconsin (provided that such contractor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.

21.0 SAFETY REQUIREMENTS: All materials, equipment, and supplies provided to the State of Wisconsin must comply fully with all safety requirements as set forth by the Wisconsin Administrative Code, the Rules of the Industrial Commission on Safety, and all applicable OSHA Standards.

22.0 WARRANTY: Unless otherwise specifically stated by the bidder/proposer, equipment purchased as a result of this request shall be warranted against defects by the bidder/proposer for one (1) year from date of receipt. The equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the contractor.

23.0 INSURANCE RESPONSIBILITY: The contractor performing services for the State of Wisconsin shall:

23.1 Maintain worker's compensation insurance as required by Wisconsin Statutes, for all employees engaged in the work.

23.2 Maintain commercial liability, bodily injury and property damage insurance against any claim(s) which might occur in carrying out this agreement/contract. Minimum coverage shall be one million dollars (\$1,000,000) liability for bodily injury and property damage including products liability and completed operations. Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out this contract.

Minimum coverage shall be one million dollars (\$1,000,000) per occurrence combined single limit for automobile liability and property damage.

- 23.3** The State reserves the right to require higher or lower limits where warranted.

- 24.0 CANCELLATION:** The State of Wisconsin reserves the right to cancel any contract in whole or in part without penalty due to nonappropriation of funds or for failure of the contractor to comply with terms, conditions, and specifications of this contract.

- 25.0 PROPOSER TAX DELINQUENCY:** Proposers who have a delinquent Wisconsin tax liability may have their payments offset by the State of Wisconsin.

- 26.0 PUBLIC RECORDS ACCESS:** It is the intention of the state to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities.

Bid/proposal openings are public unless otherwise specified. Records may not be available for public inspection prior to issuance of the notice of intent to award or the award of the contract.

- 27.0 PROPRIETARY INFORMATION:** Any restrictions on the use of data contained within a request, must be clearly stated in the bid/proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable State of Wisconsin procurement regulations and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the proposer's responsibility to defend the determination in the event of an appeal or litigation.

- 27.1** Data contained in a bid/proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation, and innovations become the property of the State of Wisconsin.

- 27.2** Any material submitted by the proposer in response to this request that the proposer considers confidential and proprietary information and which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats., or material which can be kept confidential under the Wisconsin public records law, must be identified on a Designation of Confidential and Proprietary Information form (DOA-3027). Bidders/proposers may request the form if it is not part of the Request for Bid/Request for Proposal package. Bid/proposal prices cannot be held confidential.

- 28.0 DISCLOSURE:** If a state public official (s. 19.42, Wis. Stats.), a member of a state public official's immediate family, or any organization in which a state public official or a member of the official's immediate family owns or controls a ten percent (10%) interest, is a party to this agreement, and if this agreement involves payment of more than three thousand dollars (\$3,000) within a twelve (12) month period, this contract is voidable by the state unless appropriate disclosure is made according to s. 19.45(6), Wis. Stats., before signing the contract. Disclosure must be made to the State of Wisconsin Ethics Board, 44 East Mifflin Street,

Suite 601, Madison, Wisconsin 53703 (Telephone 608-266-8123).

State classified and former employees and certain University of Wisconsin faculty/staff are subject to separate disclosure requirements, s. 16.417, Wis. Stats.

- 29.0 RECYCLED MATERIALS:** The State of Wisconsin is required to purchase products incorporating recycled materials whenever technically and economically feasible. Bidders are encouraged to bid products with recycled content which meet specifications.

- 30.0 MATERIAL SAFETY DATA SHEET:** If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29CFR 1910.1200, provide one (1) copy of a Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).

- 31.0 PROMOTIONAL ADVERTISING / NEWS RELEASES:** Reference to or use of the State of Wisconsin, any of its departments, agencies or other subunits, or any state official or employee for commercial promotion is prohibited. News releases pertaining to this procurement shall not be made without prior approval of the State of Wisconsin. Release of broadcast e-mails pertaining to this procurement shall not be made without prior written authorization of the contracting agency.

- 32.0 HOLD HARMLESS:** The contractor will indemnify and save harmless the State of Wisconsin and all of its officers, agents and employees from all suits, actions, or claims of any character brought for or on account of any injuries or damages received by any persons or property resulting from the operations of the contractor, or of any of its contractors, in prosecuting work under this agreement.

1. **FOREIGN CORPORATION:** A foreign corporation (any corporation other than a Wisconsin corporation) which becomes a party to this Agreement is required to conform to all the requirements of Chapter 180, Wis. Stats., relating to a foreign corporation and must possess a certificate of authority from the Wisconsin Department of Financial Institutions, unless the corporation is transacting business in interstate commerce or is otherwise exempt from the requirement of obtaining a certificate of authority. Any foreign corporation which desires to apply for a certificate of authority should contact the Department of Financial Institutions, Division of Corporation, P. O. Box 7846, Madison, WI 53707-7846; telephone (608) 266-3590.
2. **WORK CENTER PROGRAM:** The successful bidder/proposer shall agree to implement processes that allow the State agencies, including the University of Wisconsin System, to satisfy the State's obligation to purchase goods and services produced by work centers certified under the State Use Law, s.16.752, Wis. Stat. This shall result in requiring the successful bidder/proposer to include products provided by work centers in its catalog for State agencies and campuses or to block the sale of comparable items to State agencies and campuses.



Supplemental Standard Terms and Conditions for Procurements for Services

- 1.0 ACCEPTANCE OF BID/PROPOSAL CONTENT:** The contents of the bid/proposal of the successful contractor will become contractual obligations if procurement action ensues.
- 2.0 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:** By signing this bid/proposal, the bidder/proposer certifies, and in the case of a joint bid/proposal, each party thereto certifies as to its own organization, that in connection with this procurement:
- 2.1** The prices in this bid/proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder/proposer or with any competitor;
- 2.2** Unless otherwise required by law, the prices which have been quoted in this bid/proposal have not been knowingly disclosed by the bidder/proposer and will not knowingly be disclosed by the bidder/proposer prior to opening in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly to any other bidder/proposer or to any competitor; and
- 2.3** No attempt has been made or will be made by the bidder/proposer to induce any other person or firm to submit or not to submit a bid/proposal for the purpose of restricting competition.
- 2.4** Each person signing this bid/proposal certifies that: He/she is the person in the bidder's/proposer's organization responsible within that organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to 2.1 through 2.3 above; (or) He/she is not the person in the bidder's/proposer's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decisions in certifying that such persons have not participated, and will not participate in any action contrary to 2.1 through 2.3 above, and as their agent does hereby so certify; and he/she has not participated, and will not participate, in any action contrary to 2.1 through 2.3 above.
- 3.0 DISCLOSURE OF INDEPENDENCE AND RELATIONSHIP:**
- 3.1** Prior to award of any contract, a potential contractor shall certify in writing to the procuring agency that no relationship exists between the potential contractor and the procuring or contracting agency that interferes with fair competition or is a conflict of interest, and no relationship exists between the contractor and another person or organization that constitutes a conflict of interest with respect to a state writing, if those activities of the potential contractor will not be adverse to the interests of the state contract. The Department of Administration may waive this provision, in writing, if those activities of the potential contractor will not be adverse to the interests of the state.
- 3.2** Contractors shall agree as part of the contract for services that during performance of the contract, the contractor will neither provide contractual services nor enter into any agreement to provide services to a person or organization that is regulated or funded by the contracting agency or has interests that are adverse to the contracting agency. The Department of Administration may waive this provision, in writing, if those activities of the contractor will not be adverse to the interests of the state.
- 4.0 DUAL EMPLOYMENT:** Section 16.417, Wis. Stats., prohibits an individual who is a State of Wisconsin employee or who is retained as a contractor full-time by a State of Wisconsin agency from being retained as a contractor by the same or another State of Wisconsin agency where the individual receives more than \$12,000 as compensation for the individual's services during the same year. This prohibition does not apply to individuals who have full-time appointments for less than twelve (12) months during any period of time that is not included in the appointment. It does not include corporations or partnerships.
- 5.0 EMPLOYMENT:** The contractor will not engage the services of any person or persons now employed by the State of Wisconsin, including any department, commission or board thereof, to provide services relating to this agreement without the written consent of the employing agency of such person or persons and of the contracting agency.
- 6.0 CONFLICT OF INTEREST:** Private and non-profit corporations are bound by ss. 180.0831, 180.1911(1), and 181.0831 Wis. Stats., regarding conflicts of interests by directors in the conduct of state contracts.
- 7.0 RECORDKEEPING AND RECORD RETENTION:** The contractor shall establish and maintain adequate records of all expenditures incurred under the contract. All records must be kept in accordance with generally accepted accounting procedures. All procedures must be in accordance with federal, state and local ordinances.
- The contracting agency shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents relating to any contract resulting from this bid/proposal held by the contractor. The contractor will retain all documents applicable to the

contract for a period of not less than three (3) years after final payment is made.

8.0 INDEPENDENT CAPACITY OF CONTRACTOR: The parties hereto agree that the contractor, its officers, agents, and employees, in the performance of this agreement shall act in the capacity of an independent contractor and not as an officer, employee, or agent of the state. The contractor agrees to take such steps as may be necessary to ensure that each subcontractor of the contractor will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venturer, or partner of the state.

PROPOSER INFORMATION

1. BIDDING / PROPOSING COMPANY NAME _____
FEIN _____
Phone () _____ Toll Free Phone () _____
FAX () _____ E-Mail Address _____
Address _____
City _____ State _____ Zip + 4 _____
2. Name the person to contact for questions concerning this bid / proposal.
Name _____ Title _____
Phone () _____ Toll Free Phone () _____
FAX () _____ E-Mail Address _____
Address _____
City _____ State _____ Zip + 4 _____
3. Any proposer awarded over \$25,000 on this contract must submit affirmative action information to the department. Please name the Personnel / Human Resource and Development or other person responsible for affirmative action in the company to contact about this plan.
Name _____ Title _____
Phone () _____ Toll Free Phone () _____
FAX () _____ E-Mail Address _____
Address _____
City _____ State _____ Zip + 4 _____
4. Mailing address to which state purchase orders are mailed and person the department may contact concerning orders and billings.
Name _____ Title _____
Phone () _____ Toll Free Phone () _____
FAX () _____ E-Mail Address _____
Address _____
City _____ State _____ Zip + 4 _____
5. CEO / President Name _____

9.5

This document can be made available in accessible formats to qualified individuals with disabilities.

STATE OF WISCONSIN

Bid / Proposal # _____

DOA-3478 (R12/96)

PROPOSER REFERENCE

FOR PROPOSER: _____

Provide company name, address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) used for four (4) or more installations with requirements similar to those included in this solicitation document. If proposer is proposing any arrangement involving a third party, the named references should also be involved in a similar arrangement.

Company Name _____

Address (include Zip + 4) _____

Contact Person _____ Phone No. _____

Product(s) and/or Service(s) Used _____

Company Name _____

Address (include Zip + 4) _____

Contact Person _____ Phone No. _____

Product(s) and/or Service(s) Used _____

Company Name _____

Address (include Zip + 4) _____

Contact Person _____ Phone No. _____

Product(s) and/or Service(s) Used _____

Company Name _____

Address (include Zip + 4) _____

Contact Person _____ Phone No. _____

Product(s) and/or Service(s) Used _____

9.6

This document can be made available in accessible formats to qualified individuals with disabilities.

NOTICE OF INTENT TO APPLY

Family/Consumer Support and Education

RFP # 1539-BMHSAS-SM

Name of Applicant_____

Address_____

Contact Person_____

Telephone_____FAX_____

Signature of Authorized Representative

Date

Title

Return this Notice of Intent by March 8, 2006 to:

Jeff Hinz
1 West Wilson Street, Room 434
P.O. Box 7851
Madison, WI 53707-7851

If you do not submit this notice, you can still apply if you meet the proposal due date. Any supplemental written information related to this RFP will be provided only to those agencies that have filed a notice of intent or to agencies that request such information.

Family Psychoeducation (FPE)

Family psychoeducation involves a strong partnership between consumers, families and supporters, and practitioners. This can involve a variety of formats, approaches, lengths of time, and places where services are offered, but effective family psychoeducation programs have a common basis, methods, and set of principles. Through relationship-building and alliance, education, collaboration, problem-solving, and an atmosphere of hope and partnership, family psychoeducation helps consumers and their families and supporters to:

- ❖ Learn what they need to know about mental illness
- ❖ Master new ways to manage it
- ❖ Reduce tension and stress in the family
- ❖ Provide social support and encouragement
- ❖ Focus on the future (instead of the past)
- ❖ Find ways for families and supporters to help consumers in their recovery.

For more information on the latest research on methods of successful evidence based practice involving peer consumers and practitioners working together to provide effective family psychoeducation see the research article listed below.

Research Article

Abstract

Evidence-based Practices for Services to Families of People with Psychiatric Disabilities by Psychiatric Services by Lisa Dixon, William McFarlane, Harriet Lefley, Michael Cohen, Kim Mueser, Phyllis Solomon, and Diane Sondheimer

www.psychiatryonline.org/cgi/content/abstract/52/7/903

Full Article

<http://ps.psychiatryonline.org/cgi/content/full/52/7/903>

Websites:

Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for mental Health Services

www.samhsa.gov Click on:

Mental Health System

Transformation

1 Mental Health Action Agenda

1 Mental Health Transformation

State Incentive Grant Program
(MHT-SIG)

1 Evidence-Based Practices

Implementation Resource Kits

Additional information about Evidence-based Practices can be found at:

<http://www.mentalhealthpractices.org>

9.8

Data Requirements for Psychoeducation

Profile of Adults with Serious Mental Illnesses Receiving Specific Services during the Year Only Column One Is Required to be Completed

Table 17.					
State					
Reporting Year					
		ADULTS WITH SERIOUS MENTAL ILLNESS			
		Receiving Family Psychoeducation	Receiving Integrated Treatment for Co-occurring Disorders (MH/SA)	Receiving Illness Self Management	Receiving Medication Management
Age					Provisional Pending Review by OMB: Please Report if Possible
18-20					
21-64					
65-74					
75+					
Not Available					
TOTAL		0	0	0	0
Gender					
Female					
Male					
Not Available					
Race					
American Indian/ Alaska Native					
Asian					
Black/African American					
Hawaiian/Pacific Islander					
White					
Hispanic*					
More than one race					
Unknown					
Hispanic/Latino Origin					
Hispanic/Latino Origin					
Non Hispanic/Latino					
Hispanic origin not available					
Do You monitor fidelity for this service?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
IF YES,					
What fidelity measure do you use?					
Who measures fidelity?					
How often is fidelity measured?					
* Hispanic is part of the total served. <input type="checkbox"/> Yes <input type="checkbox"/> No					
Comments on Data:					

* Hispanic: Only use the "Hispanic" row under Race if data for Hispanic as a Ethnic Origin are not available